
VIOLENCE & AGGRESSION

Overview

This course provides participants with a general introduction to the subject of conflict management/violence & aggression. It provides a basic overview of managing conflict within the workplace, and concentrates on personal safety.

It is suitable for those who are at risk of violence and aggression in the workplace, and require knowledge of how to manage conflict. Each training delivery will be designed specifically to the organisations need.

Duration: - 3 Hours

Course Objectives

- Identification of the problem of violence and aggression.
- Current Policy, procedure and reporting incidents.
- Personal safety and De-escalation.
- Identification of personal safety factors.
- Recognition of communication skills.
- Recognition of trigger factors.
- Response techniques to Challenging Behaviour traits.

Most demonstrations of aggression are due to a person's perception of any given situation. Attendees of this course will understand the importance of learning and understanding individuals views and beliefs, which will enhance their support process that can be offered to avoid harm to others. The importance of documentation, communication and responsive tactics within their work place.

The course is supported by an informative handout, and accompanying discussions. On completion, all participants will receive a Mind Consultancy certificate of attendance stating the NVQ & new QCF learning outcomes that has been covered.

Throughout this delivery of training, discussions will be made to enhance care staff knowledge & confidence whilst working with vulnerable adults. Creating a better team-work environment, and consistency within a work place.