

## Violence and aggression at work

### Overview

This is an essential programme for members of staff whose role exposes them to aggressive or violent behaviour.

### Who should attend?

The course has been specifically written for staff whose work brings them into contact with the public, often on controversial issues. The session is suitable for staff who carry out enforcement work as part of their role.

### Format

This is a grounded and sensible one-day programme – which can use actors for maximum impact –designed to provide participants with the skills needed to ensure that situations are not escalated. A detailed guidebook is provided, giving specific personal safety tips which are related to the participants' roles.

### Outline

#### 1 What's happening?

- Issues around us
- Risks in context
- Personal experiences

#### 2 Safety fundamentals

- Following internal policy and procedure
- Personal safety and lone working
- Use of technology

#### 3 Nipping issues in the bud

- Recognising early warning signs
- Avoiding causing problems for ourselves

#### 4 Calming – Reaching – Controlling

- Tips and techniques for potentially calming a situation
- Reaching and building rapport
- Accelerants – tips on avoiding accelerating a situation
- Assertiveness techniques
- Non-verbal behaviour
- Active listening and the use of questions and distractions
- Exploring ways forward and identifying win/wins

- Avoiding the secondary argument
- Fogging
- The 'drama triangle'
- If all else fails....

#### 5 Harassment, stalking and on-line bullying

- What constitutes harassment and definition of stalking
- On-line bullying
- Steps to take

#### 6 Reporting principles

- Importance of incidence reporting
- Taking care of us
- What next?

### The expert trainer

**Miranda** has more than twenty years' experience as an independent learning and development consultant and trainer. Much of her work is focused on the VCSE sector.

She started her career working within the Management Development Unit of the Printing and Publishing Industry Training Board, moving on to a role in the Probation Office's learning and development team before leaping across into financial services, where she was responsible for the Learning and Development of a major high street lender.

In 1992 she started her own learning and development consultancy. Working with a range of clients – including many of the locally based councils around Hertfordshire and Bedfordshire – Miranda's expertise is in helping organisations to identify learning gaps, and to develop tailored, creative and relevant strategies for meeting these needs with a view to helping organisations to meet their objectives.

In addition to her professional role, Miranda is also very involved in local community development activities. She is Chair of a local homelessness charity and has been instrumental in developing and facilitating community leadership programmes in both Bedfordshire and Hertfordshire.