

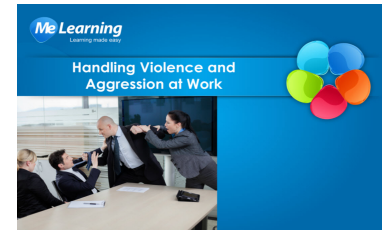
# Handling Violence and Aggression at Work

## Introduction

Work-related violence and aggression, including abuse, threats, or assault, are experienced across many industries and places of work.

This course shows you how to diffuse aggression when it arises, how to recognise when a situation could turn to violence, and what to do if it does.

The skills learnt through this course will be invaluable to workers across the public sector.



## Audience

This course is suitable for anyone who wants to learn what to do to help manage conflict, including how to avoid potentially violent situations, related to their line of work.

This course is especially helpful for office workers and public sector staff, including those in administration, lone-workers, staff in education, and those in health and social care.

## Objectives

In this course you will learn:

- The scope of work-related violence
- The responsibilities of the employer
- What factors put workers at increased risk
- What causes people to become violent
- How to spot the signs of potential violence
- How to avoid provoking violence
- The best ways to defuse a potentially violent person or situation
- How to respond to a physical attack
- How to tackle phone- and cyber-rage

## Modules

This course contains the following modules:

### Module name

Handling Violence and Aggression at Work

## Content

Just a few of the topics covered include:

How prevalent? | Definition and common examples | Employer's responsibilities | Factors that increase the risk | De-escalating aggression | Risk factors scenario | De-escalating conflict | Recognise the warning signs - speech | Spot the signs - expression and body language | Provocation | The Control Trilogy | What to do if you are attacked | Verbal attacks and phone rage | Cyber-aggression | Responsible employers