



MANAGEMENT OF AGGRESSION & PERSONAL SAFETY

THE DUTY OF CARE



All employers have a legal duty to provide a safe environment for their staff and to take all reasonable measures to ensure their safety. The rising incidence of violent confrontation places a responsibility on the employer to provide information, instruction and training to minimise the impact of such incidents.

WHAT RMH PROVIDES

RMH provides a high quality training course which will enable staff to anticipate potential problems, use enhanced communication skills to resolve conflict and defuse aggression, and, where necessary, employ appropriate control & restraint techniques.

The Course has been written in accordance with national standards and current legislation. It has been developed in consultation with a Forensic Psychologist who has many years practical and clinical experience of dealing with violence and aggression within the workplace and consultants from the School of Health and Social Care at the University of Portsmouth.



The course is approved by the University of Portsmouth, and the National Control & Restraint General Services Association (NCRGSA).

COURSE FORMAT

The 2 day course is delivered by trainers who are members of the NCRGSA. The first day concentrates on theory while day 2 is a series of practical sessions tailored to the particular needs of the customer.

*we provide regular update support
and refresher training as required*



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CONTENT

- ▶ Personal safety
- ▶ Customer safety
- ▶ Tactical communication skills
- ▶ Questioning techniques including active listening and non verbal communication
- ▶ Recognition of potential problems
- ▶ Recognition of warning signs of aggression
- ▶ Legislation
- ▶ Control techniques

METHODOLOGY

- ▶ Syndicate work
- ▶ Group discussions
- ▶ Role playing
- ▶ Knowledge test and assessment
- ▶ Pre course reading package to be completed prior to attendance

DURATION

Normally 2 days, but tailored to the particular needs of the customer

LEARNING OUTCOMES

you will be able to:

- ▶ Be aware of personal safety issues
- ▶ Feel more secure and confident within the workplace
- ▶ Improve knowledge and professionalism
- ▶ Make better use of communication skills to resolve conflict and defuse tension
- ▶ Understand the causes of aggression
- ▶ Recognise potential problems
- ▶ Utilise specific strategies and tactics to arrive at peaceful solutions
- ▶ Understand relevant legislation
- ▶ Be able to demonstrate approved control / restraint techniques

NUMBER OF STUDENTS

12-16 per event

Specialist Skills Training by Professionals