



Managing Aggressive and Confrontational Behaviour

Learn practical techniques to keep yourself and others safe in confrontational situations.

Who the course is for

This practical down-to-earth course is for anyone who faces the possibility of verbal or physical aggression at work. It aims to enable participants to keep themselves, their colleagues and clients safe from physical violence.

Course content

This course covers:

- The reasons for aggression
- The early warning signs
- Techniques to defuse aggression
- What to do before, during and after an incident

Participants work through different scenarios, individually and with colleagues, to defuse aggressive behaviour by using body language, words and phrases that de-escalate the situation.

Learning outcomes

In the face of aggressive behaviour, you will be able to:

- Remain calm and make rational decisions
- Recognise different types of challenging behaviour and their effects
- Defuse aggressive behaviour by: following a 6-step de-escalation model and using appropriate verbal and body language skills
- Take steps after the incident to reduce the likelihood of future incidents

Course details

The Trainers

Jon Clarke and Mark Sutton have extensive experience in a variety of operational and training roles and careers spanning over 30 years in the Metropolitan Police Service. For the last 6 years they have successfully delivered their Lone Worker and other courses to a large number of third sector organisations.

Date: 05/12/2019

Time: 13.00 – 16.00

Venue

Nigel Copping Community Building
Sanville Gardens
Stanstead Abbots, SG12 8GA

Cost

£25 VCS – CVS Members
£35 VCS – Non Members
£70 – Private/Statutory

To Book

Please click [here](#) to book your place.

Booking contact:

0300 123 1034

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