

# Managing Violence and Aggression

## Training Course Details

### About This Course

This course covers vital theory and practical techniques for all aspects of managing violence and aggression.

### Who Should Attend?

Any personnel whose work brings them in to contact with the public.

### Course Objectives

To give an understanding of the concept of aggression and challenging behaviour. To be able to identify behaviour which may provoke an aggressive response. To be able to effectively manage and diffuse difficult situations and to utilise breakaway techniques as appropriate.

### Course Overview

Welcome and introduction, followed by:

- Legal requirements
- Defining violence and aggression
- Possible triggers
- De-escalation skills
- Breakaway techniques
- Lawful use of restraints
- The phases of aggressive behaviour
- Managing difficult or aggressive behaviour
- Verbal and non-verbal communication

Practical scenarios to recap key points

Assessment – written and practical

### Course Details

Duration **1 day**

Certificate **Certificate of completion provided**

Course Title **Managing Violence and Aggression**

Course Ref **VP004MVA**