

A photograph of a man in a white shirt and tie, wearing glasses, gesturing with his right hand while talking to a woman in a patterned jacket. They are in an office setting with a large green plant in the background. The photo is framed by a blue and grey geometric border.

MANAGING PHYSICAL AGGRESSION IN THE WORKPLACE

AGILPERSEC004



COURSE OVERVIEW

COURSE OUTLINE

With incidents of physical aggression or violence towards staff by customers on the rise, it is imperative that your employees be trained to handle these situations.

Studies from 2013 indicate that on average as many as one in three workers will fall victim to physical aggression and violence in the workplace during their working life.

This course will provide members of your organisation with the knowledge and skills they need to de-escalate or escape from incidents of physical aggression or violence in the workplace.

BENEFITS

1. Understanding violence in the workplace and recognising barriers and warning signs.
2. Knowing how to identify and assess the risks associated with the threatening environment.
3. Being able to recognise behaviours and body language that can help you negotiate, de-escalate and communicate during face-to-face incidents.
4. Be armed with strategies to improve your safety.
5. Having confidence in your skills through workshopping and scenario-based training.

PRE-REQUISITES

Before attempting this course, you must have completed De-escalating Verbal Customer Aggression (AGILPERSEC003).

WHO SHOULD ATTEND

- Area Manager and Supervisors.
- Frontline Staff.
- Security Staff.
- Volunteers and Contractors.

STUDENT LEARNING OUTCOMES

After this course, you will be able to:

1. Show awareness in recognising physical aggression and violence in the workplace and identify barriers and objections that you may face.
2. Understand the advanced warning signs for identifying and considering workplace threats and assessing the associated risks.
3. Apply behaviours for negotiating with aggressors face to face including using and recognising body language signals.
4. Use the knowledge and skills to implement strategies for de-escalating incidents face-to-face and improve your safety confidently.
5. Understand the reasons for attending annual security awareness training and the importance of incident reporting.

TEACHING STRATEGIES AND APPROACH TO LEARNING

This course will provide all staff with the necessary knowledge and skills to deal with physical aggression and violence in the workplace, and will provide strategies to assist in resolving situations safely.

These examples will be provided through the use of case studies, audio visual snippets, quizzes and practical scenarios and will offer best practice guidance for staff to handle situations confidently.

COURSE LOGISTICS

Location or delivery mechanisms

This program will be delivered as an instructor-led course for all organisation staff either in-house or at a pre-determined location.

Duration

The in-house course will take between 8 hours to 16 hours to complete depending on the customer aggression risk faced by organisations.

Assessment

Although this training package is not pass/fail it is suggested that participants complete all questions and fully commit to the practical scenarios to ensure that they get the most benefit for themselves and the company.

Course registration

You can register for this course by calling Agilient on 1300 341 692 or emailing us on securityinsights@agilient.com.au.

More information about Agilient can be found at our website www.agilient.com.au.

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COURSE CONTENT

Participants will be guided through the following topic areas:

1. Awareness and Understanding of Violence in the Workplace – Being aware of what violence in the workplace consists of and understanding how quickly situations can escalate.
2. Recognising Objections and Barriers – Understanding how drugs, alcohol and mental health issues can present barriers and objections to resolving situations.
3. Advanced Warning – Knowing what early warning signs to look for from customers that can help reduce the likelihood of incidents occurring.
4. Identifying and Assessing Risks – Identifying and assessing areas within your workplace that present risks associated with physical aggression or violence.
5. Behaviours relating to Face-to-Face Negotiation – What behaviours you need to display and look out for when negotiating face to face.
6. Face to Face Communication and De-escalation – Best practice methods for communicating with customers face-to-face to help de-escalate incidents.
7. Strategies for Improving Personal Safety – Learning strategies that will assist you in improving you and your team's safety.
8. Workshop and Scenario Training – Applying skills through workshops and scenario-based training to create competence and confidence amongst staff at all levels.
9. Annual Security Awareness Training – Understanding the importance of security training as a frontline employee and how it reinforces the ability to deal with physical aggression.
10. Incident Reporting – Understanding what information is relevant when writing incident reports and how this support and drive the security strategies and planning.

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