



# B-Skill Health & Safety Courses

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## B-Skill Dealing with Violence and Aggression in the Workplace

### Designed for

The course is designed for staff dealing with the public or demanding and difficult customers who frequently present sensitive enquiries or complaints. It is also for frontline staff that may be at risk from violence and aggression; employees who visit clients in their homes, benefits and housing employees, council tax staff, social carers etc

### Benefits

This training course equips staff with skills and techniques for dealing with violence and aggression in the workplace, and helps to develop a proactive approach towards workplace aggression.

By the end of the course, attendees will be able to:

- Understand better what aggression, frustration and violence are.
- Better understanding of causes and signs of aggression and violence.
- Recognise the importance of effective communication, observation and calmness in dealing with aggression.
- Practice and apply learned techniques and skills for carefully managing aggression and violence.

### Course Content

- Duty of Care
- Identifying and awareness of aggression
- Recognising and detecting the signs
- Sources of workplace aggression
- Diffusing / de-escalating techniques
- Personal Safety, the Law and Risk Assessment
- Prevention and Responding to Triggers.
- Using effective communication and workplace environment as tools.
- Practical Exercises and Activities.

### Course Information

Duration: One day - flexible  
Assessment: Self evaluation  
Prerequisite: None

### Booking Information:

Telephone Safety Course Bookings on: 0845 2303736  
Email: [safety.training@b-skill.co.uk](mailto:safety.training@b-skill.co.uk)



