De-Escalating Aggressive Behaviours in the Workplace

**The CARM® Engagement Model**

*For Powerful Situations*

- Reduce the negative impacts (both human and financial) associated with workplace conflicts and the impact it has on workplace harmony.
- Reduce the stress associated with interpersonal challenges which can otherwise impact staffs wellbeing behaviour and performance.
- Compliment current skills that are proven to be effective in dealing with aggressive / challenging behaviours.
- Improve capability to maintain a positive mindset and engage rational thinking and decision making when confronted with challenging behaviour and under pressure.
- Empower staff to manage difficulty and achieve mutually beneficial negotiated outcomes when confronted by challenges.
- Improve staff confidence & capability to more influentially communicate with others and negotiate through disagreement.
- Improve the professional image, brand and reputation of your organisation.
- Achieve enhanced compliance with National Work Health and Safety Laws (WHS Legislation) & Common Law obligations (due diligence) for issues relating to aggression and violence in the workplace.
- An outcome of the training is to enable staff to feel empowered, to feel confident in themselves and their ability, as well as justified and reassured in the validity of their actions.

Some workplaces and environments present inherently greater risks to employees, who by virtue of their role or location may be exposed to higher levels of aggression & violence. This exposure may be the result of issues either internal to the organisation i.e., difficulties with other staff / colleagues etc or external, including difficult or irate customers or members of the public etc.

Navigating these powerful situations can be emotionally challenging and in some case physically threatening without a safe, proven and effective approach. When your job role involves following through with what others may perceive as inadequacies in the provision of service or unwelcome decisions or actions, then communication and de-escalation skills become a high priority.

The De-Escalating Aggressive Behaviours program has been developed specifically for environments where employees may face a range of verbal or behavioural challenges i.e., escalating incidents; criticism, complaints, physical threats, aggressive or harassing behaviours.

Importantly your staff will learn a range of emotional and behavioural competencies in The CARM® Approach to support and equip them with the necessary skills and techniques they need to counter such challenges. If these more tenuous situations are not addressed in a professional and measured way then significant potential exists for negative public perceptions to be reinforced, together with a range of negative personal and professional impacts that may continue to adversely affect staff and your organisation.

Our nationally recognised, award winning programs provide a recognition primed decision making process, which is informed by risk, to help employees in these more challenging circumstances manage their own and others behaviours in an effective, safe and outcome focused way.
CUSTOMISATION
The CARM Engagement model is customised to meet your specific organisational needs, service requirements & risk profile.

PROGRAM MODULES

➔ Safety First
1. Risk considerations (Knowledge & Mindset)
   • Behaviour Motivations: Factors that contribute towards creating powerful situations, challenge and difficulty (Psychology of aggressive behaviour)
   • Human and Environmental considerations
   • A mindset for safety & de-escalation in context of a situation

➔ Appreciating the Situation (Thinking & Analysing Skills)
2. Assessing & Evaluating
   • Appreciating situations & making a decision with consideration towards Good Judgement & Discretion (incorporating ‘safety’ & ‘service’ principles)

➔ Response Actions (Behavioural Skills)
3. Core Response Actions
   • State of Mind - Managing the effects of stress & emotions (Intrapersonal)
   • Way of Behaving – Engagement strategies focussed on positive & safe outcomes :- Presence & Demeanour / Teamwork / Positioning / Communication (incorporating ‘The CARM® Approach’ principles)

➔ Incident Specific Response Actions
   • De-escalation & Negotiation - Engaging the CARM® Persuasive Influence Model.
   • Disengaging – Tactics for withdrawing professionally from unsafe or counter-productive situations.
   • Protective Defence – Techniques for separation & evasion for higher risk confrontations.

TRAINING SOLUTIONS (Award Winning)
The De-escalating Aggressive Behaviours program can be delivered via a range of training mediums subject to your needs including:

1. Professional development program (theory & practice) – assessed or non assessed.
   (Duration: 2 days)
2. Professional development programs (theory) - non assessed.
   (Duration: 1 Day)
3. Short Intensive Training Session (SITS). Practical scenario based experiential learning sessions. Follow-up to the 1 or 2 day programs.
   (Duration: 3.5hrs)