

Staying Safe Around Angry People

1 Day

Stay safe when dealing with angry colleagues or clients. Learn to recognise the signs that someone may become violent. Discuss the physical and psychological triggers for aggressive behaviour. Master key tools for managing anger, responding to verbal abuse and noticing cues that show aggression is escalating. Learn what steps to take when threatened with or witnessing a physical attack.

What you'll learn to do in this course

You'll come out of this session with powerful tools for handling tough situations safely. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Discuss what risks exist in your workplace
- Identify triggers for anger or violence
- Calm down heated situations
- Act appropriately when aggression escalates
- Minimise risk of physical attack when someone becomes angry

Topics you'll cover

- How safe are you?
- What triggers workplace violence?
- Responding to anger
- How to handle aggressive behaviour
- What to do when anger escalates
- Creating a safer workplace

“think
learn?
succeed”

“Smart training for clever people”

What others have said about the course...

“Tailored to our working environment so content relevant. Well presented.”

“I found this very informative. I liked the different groups and activities approach.”

“Helped provide tips and things to be aware of in difficult situations.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841
Download course information at
www.thinklearnsucceed.com.au