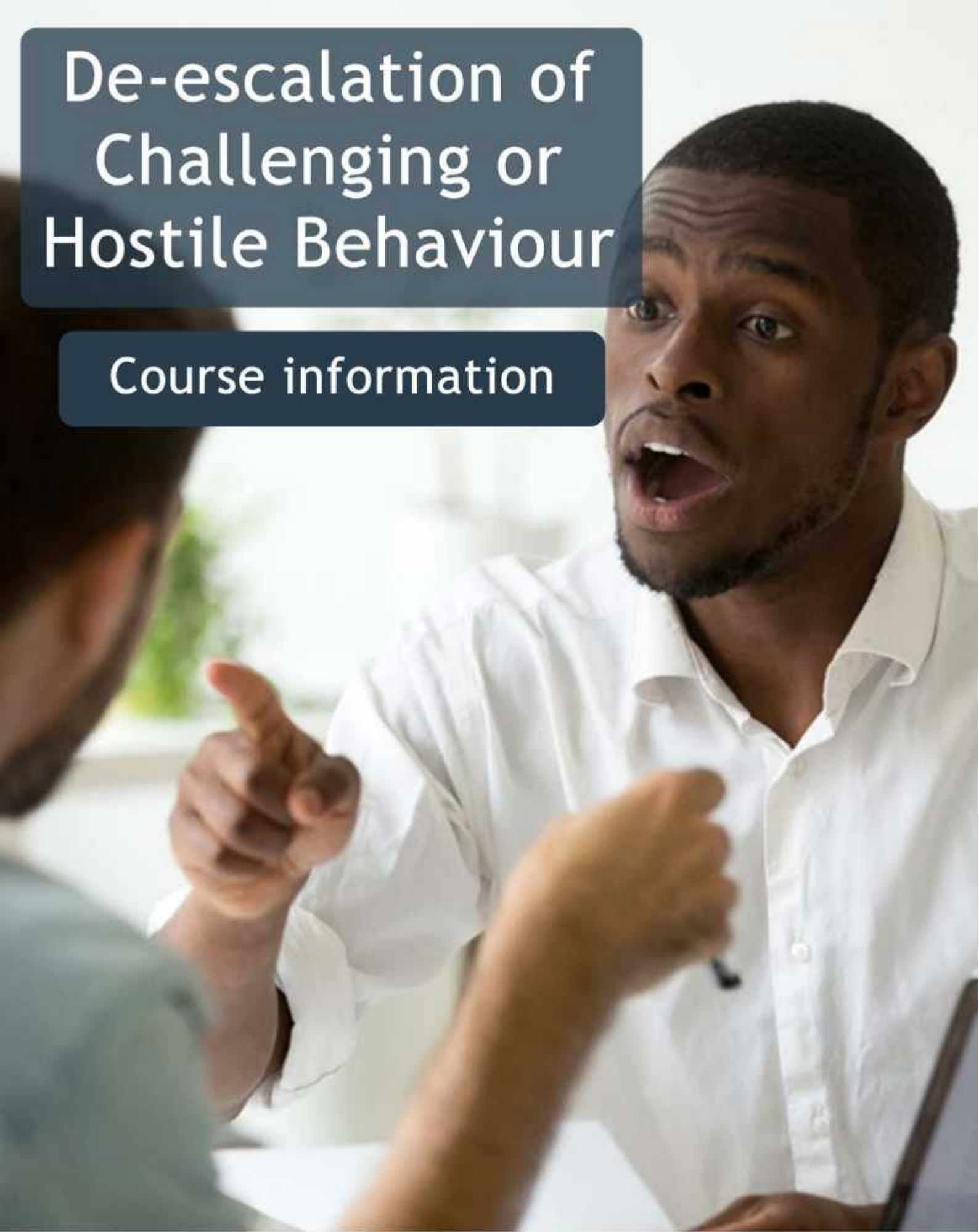


De-escalation of Challenging or Hostile Behaviour

Course information



tnta
THE NATIONAL TRAINING ACADEMY



Overview

Experiencing hostile or challenging behaviour in the workplace can be testing and demanding. Risk of assault (verbally or physically) is distressing and should be avoided where possible. Dynamic risk assessment, team working, safe positioning and effective communication can all assist when reducing risk.

Understanding conflict and the stages of crisis will help you to understand the behaviours displayed and the underlying emotions. You need to understand your own reactions when stressed, frustrated or angry. Then when confronted with hostile or challenging behaviour you will be better placed to maintain self-control and deal with the situation objectively.

Understanding the stages of crisis, behaviour indicators and corresponding strategies will help the individual and de-escalate the situation. When this is not possible exit strategies need to be in place. These key elements are vitally important if you work in an environment where you are potentially at risk.

This course contains the following modules:

Module 1 - An introduction to the stages of crisis. We explore emotional and rational reactions, how the human brain works when stressed, escalating behaviours and the 3 stages to crisis.

Module 2 - Dynamic risk assessment and decision making. Your safety is paramount, we cover how a dynamic risk assessment allows you to continually assess risk in an ever-changing environment. Being in a heightened state can impair perception and make decision making difficult, we look at the stages of decision making and how you can help customers to make better informed decisions.

Module 3 - Defusing tension with effective communication. Verbal communication is essential in hostile or challenging situations, we look at how questioning techniques, active listening, empathy statements can all help to defuse a potentially dangerous situation.

Module 4 - Understanding body language. Body language, facial expressions, gestures, appearance, sounds, and paraverbal communication are all non-verbal communication. Being able to read clusters of body language can help you to interpret what is being said, without the need for words.

Module 5 - Responding to escalating behaviour. When anxiety escalates it can be the next step towards crisis. By considering the individual, the environment and the context you can decide which strategy would be better suited to the situation you find yourself in.

Module 6 - Crisis and post-crisis recovery. When a person reaches crisis stage anger and aggression may present. Understanding how to deal with those displaying anger and/or aggression is essential. Team working, safe positioning, and exit strategies will all be explored. Post-crisis recovery will be different for everyone but we look at ways in which to deal with the aftermath.