



## MERCHANT NAVY WELFARE BOARD

### **Managing Aggression & Violence Course Programme**

This course is designed to provide training and advice on how to handle people who may become aggressive and violent in their behaviour either in an open forum or on a one to one basis.

#### **Aim of the course**

- To enable delegates to develop the skills and processes necessary to manage and diffuse highly charged and difficult situations

#### **Course Content**

- What contributes to the build up of a difficult incident
- Examines triggers of aggression
- Preventative and calming techniques
- Risk assessment of violence and aggression in the workplace
- Health and safety responsibilities of employers and employees
- Communication and calming strategies

This is an active skills based course intended for all people who face the possibility of aggression and violence from members of the public and/or service users.