



# AGGRESSION/ CONFLICT MANAGEMENT/ MAV TRAINING

EMPOWERING YOU TO TAKE CONTROL



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Identifying, Defusing & Calming

Over 30 years of experience delivering  
successful personal safety training

# COURSE OVERVIEW

The course aims to equip staff with skills to deal with conflict or aggression at work. The course looks at communication and behaviour as well as how legislation is used to protect employees.

The use of group exercises is intended to allow delegates to address any issues they have.

# SUMMARY OF OUTCOMES

What we cover:

- Develop an understanding of Law relating to the management of conflict.
- Assess & apply a risk assessment to all risks associated with dealing with conflict.
- Understand the importance of effective communication skills
- Understanding the risks associated with lone working & applying principals of safe working
- Identify post incident support & reporting procedures within your organisation



**All Trainers are Members of the National  
Federation of Personal Safety (NFPS)**




# SAMPLE PROGRAM

- Introduction to workplace violence.
- Health and Safety at Work Legislation:
  - Sections 2, 3, 7 & 8
  - Regulations 3, 8 and 14 of Managing Health and Safety at Work
- Risk assessments
- Self-awareness
- Proactive service delivery
- Communication skills
- Barriers to communication
- Setting boundaries
- Understanding the difference between assertive & aggressive behaviour
- Understand the 4 stages of anger
- The assault cycle
- Betari's box & how it effects outcomes.
- Signalling non-aggression
- Defusing and calming
- High risk conflict
- Understanding reasonable force: Common law, Criminal law act 1967
- Human Rights Act Article 2
- Lone working protocol
- Importance of incident reporting
- Post incident support

**Please Note:** This is a sample program which can be adapted for your specific needs.

# ESSENTIAL INFORMATION

Essential Info	
Who should attend?	<ul style="list-style-type: none"> <li>Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit.</li> </ul>
Teaching methods	<ul style="list-style-type: none"> <li>Power Point presentation</li> <li>Group Exercises and Discussions, quizzes</li> <li>Case studies</li> </ul>
Duration of course	<ul style="list-style-type: none"> <li>One day</li> </ul>
Number of delegate places	<ul style="list-style-type: none"> <li>Minimum 6</li> <li>Maximum 20</li> </ul>
Trainers Qualifications 	<ul style="list-style-type: none"> <li>Trainers are ENB A74 Qualified &amp; have Professional Membership of NFPS</li> <li>The physical aspects of the training have been risk assessed, and this goes in line with what the department of health recommends. We also have BTEC industry recognized qualifications.</li> <li>Breakaway &amp; Restraint Specialists Ltd (BRS Ltd) courses are aligned to the DfEE Guidance for Schools, NICE guidance and follow the All-Wales Passport to do with safe restraints to name a few.</li> <li>NFPS (National Federation for Personal Safety) Level 3 Diploma in the Prevention &amp; Management of Violence &amp; Aggression</li> <li>CPD (20 Hours) Attended Eric Baskind &amp; the Law in Relationship to The Use Of Force Awarded on behalf of NFPS (National Federation for Personal Safety).</li> <li>CPD (8 Hours) Attended the Online breakaway and Disengagement Training Awarded on behalf of NFPS (National Federation for Personal Safety).</li> <li>CPD (10 Hours) Attended Knives and Edged Weapons Awareness Training Awarded on behalf of NFPS (National Federation for Personal Safety).</li> <li>CPD (20 Hours) Attended the Online Positional Asphyxia Course Awarded on behalf of NFPS (National Federation for Personal Safety).</li> </ul>