



Positive Management of Violence and Aggression

This is to help reduce the risks of violence and aggression in your service by developing staff knowledge, skills, and attitudes to effectively employ de-escalation skills, breakaway and disengagement tactics or control and restraint interventions appropriately within the context of their service users.

By the end of the course you will be able to:

- Understand their legal responsibilities
- Understand reasonable force
- Understand ethical considerations of physical intervention
- Identify possible causes of violence + aggression
- Know the stages of the assault cycle + what each stage means
- Be able to identify signs of escalation + aggression
- Understand the different types of de-escalation strategies
- Recognise the importance of continually assessing + evaluation the levels of risk posed by difficult/ challenging people
- Select + utilise appropriate physical + nonphysical strategies to manage aggressive individuals
- Demonstrate how to escape safely from a variety of grabs + holds.

