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Recognizing and Responding to Aggressive Behavior

DE-ESCALATE - DISENGAGE - DEFEND

Prevent aggressive behavior, handle emergencies and be prepared for any situation. Learn simple, effective ways to protect yourself, your co-workers, and as an employer……your employees.

This interactive program focuses on enabling individuals to rapidly identify early signs of potentially aggressive or threatening behavior and provide strategies to respond to those situations appropriately and safely.

Being prepared does not mean being paranoid. Learn practical measures to recognize and respond to aggressive behavior anywhere and at anytime.

Upon completion of this program participants will be able to:

- ✓ Identify early indicators that and individual's behavior may be escalating towards aggression or violence.
- ✓ Discuss the importance of early recognition and intervention in escalating situations.
- ✓ Recognize indicators of potential escalation such as vocal tone and volume, threatening posture and other non-verbal cues.
- ✓ Identify verbal direction and de-escalation techniques appropriate for use anytime.
- ✓ Identify body posture and safety distances that staff may use to afford additional protection when unavoidably confronted with aggressive or violent situations.
- ✓ Identify the importance of understanding their organizations policy and procedures relating to managing aggressive or violent situations.
- ✓ Discuss the importance of incident reporting procedures as they relate to acts of aggression or violence during the performance of their duties.