



Responding to Aggression

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Aim: Managing aggressive behaviour in work settings is often demanding, confronting, and stressful. This workshop provides workers with strategies and skills to prevent, diffuse and manage these situations from a trauma-informed perspective.

Target group:

- Department staff
- Community service workers

Learning Outcomes

- Discuss risk management and prevention strategies for specific client contact situations
- Understand the impact of unresolved trauma on client self-regulation and trauma triggers which may lead to aggression and violent behaviours
- Describe the stress model of a crisis and recognise the behavioural indicators of escalation in clients
- Apply behaviour support techniques for supporting aggressive clients

Structure

Day 1

- Develop aggression prevention strategies for working with your client group
- Explore how trauma influences client perspectives and service engagement
- Understand aggression related to unresolved trauma

Day 2

- Practice self-regulation strategies for yourself while assisting clients to self-regulate in threatening situations
- Manage outbursts of aggression
- Identify effective post-aggression support strategies for yourself and others

Registration

- Child Protection Staff must register using [Employee Self Service](#)
- Other Dept of Communities Staff, Sector Staff and Foster Carers can [Register online](#)

Training for



Staff



Sector

