



## 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**

At the end of the session participants will be able to:

1. Observe behaviour and discuss risk management and prevention strategies
2. Understand the impact of unresolved trauma on client based interactions
3. Describe and apply the use of the stress model of crisis
4. Apply de-escalation techniques
5. Manage conflict
6. Respond to behaviours of concern

**Structure**

**Day 1**

- Explore impact of own values, worldview and triggers on client interactions
- Risk assessment for violence and aggression in the workplace
- Understand types of aggression related to unresolved trauma and pain-based behaviours

**Day 2**

- Practice self-regulation strategies to assist clients in crisis
- Manage verbal and non-verbal responses to reduce risk of harm to self and others
- Identify effective post-aggression support strategies and information sharing

**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
