



PREFERRED TRAINING  
NETWORKS

# DEALING WITH AGGRESSIVE PEOPLE

Are you facing aggressive people in your workday? Have you noticed higher levels of aggression? Would you like to learn some practical skills to manage aggressive people?

Aggressive people can be both difficult and dangerous. Aggressive people can be intimidating. Aggressive people are sometimes fueled with drugs and/or alcohol.

Individuals are increasingly exposed to violence are getting attacked by aggressive people. This workshop gives you tools to get out of the situation safely. *That's what matters.*

If your people are facing aggression from recurring encounters, then a tailored 'Dealing with Aggressive People' in-house training course makes sense. This is our favourite course as we know it reduces instances of harm. Over the years people have contacted us saying, *"thanks for that safety tip as I found myself in an aggressive situation and I got myself out of the situation safely."*

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## KEY COURSE CONTENT

- Discuss the characteristics of aggressive people that you encounter
- Discuss the initial micro aggression tactics people use
- Demonstrate a non-engagement presence in an observer role
- Review the relationship between aggression and proximity from the Allen Curve
- Resist the urgency to trade sentence bursts
- Scan what types of body language enflame or soothe a situation
- Review the roles of security and the police when dealing with aggressive people
- Calibrate the impact of voice tonality
- Practise ways to slow an aggressive outburst
- Discuss vocabulary strategies "I'm going to call the Police" or "The police are on their way"
- Review your current protocols on dealing with drug and alcohol affected people
- Recall a time when you were able to calm an aggressive person using empathy
- Conduct "trigger testing" on recurring aggression



### Target Audience

Frontline staff, employees, and managers facing conflict



### Duration

Available as a full-day or half-day course



### Delivery

Available in-person at your organisation/venue, or virtual



### Group Size

Recommended 4 to 10 participants



### Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and opt for a free follow-up refresher course with the original trainer

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