

## How to deal with Conflict & Aggression

### 'Surviving on the frontline' - Training skills for personal safety'

This one day course will equip participants with the necessary skills and knowledge to anticipate and deal with difficult situations and people; to build confidence; to use assertiveness skills when it is appropriate to do so; to deal safely with people who may be under pressure themselves; to identify potential risks when working alone; to recognise danger signs and cope accordingly; to become competent in all areas relating to personal safety.

#### Aimed at:

All staff within the organisation

**Course Location:** On-Site at your premises

**Course Duration:** 1 Full Day 10am-4.30pm (date to suit you)

**No. of Delegates:** 12 delegates max

**About the tutor** - Elizabeth Daggart is an experienced counsellor and trainer, a Founder of the Association for Rational Emotive Behaviour Therapists and is a Fellow of the Institute of Personnel Development. Her wide range of qualifications include registration as a UKCP Registered Psychotherapist, BABCP Accredited Cognitive Behaviour Therapist and Member for the British Association for Counselling. Elizabeth's publications include: "Understanding Trauma - Essential Skills for Working with Emotional Shock", "How to Survive Post Traumatic Shock" and she is currently in the progress of writing "Preventing Workplace Bullying".

#### Outcomes:

- Caring for others while caring for yourself (personal safety)
- Recognising and avoiding potentially dangerous situations
- Understanding responses to aggression - defusing anger, gaining trust
- Minimising anxiety and aggression - reducing your own stress
- Best communication skills: confidence building and assertiveness
- Practical coping strategies - techniques for protecting yourself
- Recognising signs of danger - how fear protects
- Course scenarios

#### Course Programme

|              |   |
|--------------|---|
| 10am         | Introductions and outline of course                             |
| 11.00am      | The 'Cycle of Anger' - how to recognise the danger signals      |
| 12.30pm      | Calming people down - do we help or hinder? - Behaviour Circles |
| <i>LUNCH</i> |   |
| 1.30pm       | Taking control - staying safe - The "Response" Gap              |
| 2.00pm       | A checklist for survival - (group exercise)                     |
| 2.30pm       | Practical input: scenarios                                      |
| 3.30pm       | Presentations and action plans - feedback session               |
| 4.30pm       | General summary and review.                                     |

#### Delegates Receive:

Certificate of Training  
Course Notes  
Course Materials

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