

Management of Actual or Potential Aggression Foundation 1 Day Training Course

The purpose of this course is to identify behaviour that indicates an escalation towards aggressive and violent behaviour and take appropriate measures to avoid, decelerate and/or de-escalate crisis situations.

Assess the level of risk associated with crisis behaviour and make appropriate decisions related to the management of such risks.

Identify suitable and acceptable physical interventions to reduce or manage risk behaviour.

Identify the impact of crisis events and describe post crisis responses which can be used for personal and organisational support and learning

Preferred Entry Level:

This course is aimed at Healthcare professionals or anyone working in a challenging environment.

Course Cost:

€180.00

payable in advance

Limited places on each course

Learning Outcomes:

Units I-VI Deceleration and Prevention Strategies

1. Define workplace aggression and violence and describe the responsibilities of employers and employees.
2. Describe the typical behavioural responses associated with the development of a crisis and choose an appropriate intervention for each level of behaviour.
3. Describe elements of good interpersonal behaviour and demonstrate how non-verbal strategies can be used to decelerate behavioural responses associated with a crisis.
4. Describe typical verbal behaviour associated with crisis situations and demonstrate the use of verbal deceleration and de-escalation techniques.
5. Explain the importance of effective listening and identify a key approaches associated with empathic listening.
6. Identify precipitating factors for crisis behaviour and explain how these impact on staff and service users.
7. Explain how the continued importance of professional values ensures the Care, Welfare, Safety and Security of all those involved in crisis situation.

Unit VII Decision Making and Behavioural Risk

1. Explain the importance of providing person-centred pro-active services.
2. Describe the principles of risk assessment and risk reduction and demonstrate how to undertake a behavioural risk assessment.
3. Provide a legal and professional rationale for decision making and give justification for actions made in relation to risk behaviour included the use of physical interventions.
4. Explain how the continued importance of professional values ensures the Care, Welfare, Safety and Security of all those involved in crisis situation.

Unit VIII and XI Managing Behavioural Risk Using Disengagement and/or Holding Skills

1. Demonstrate the ability to respond to risk behaviour using non-verbal, verbal and physical approaches appropriate to the person, situation and level of risk.
2. Demonstrate the use of physical interventions that are consistent with a set of physiological principles.
3. List the risks associated with the use of physical interventions.
4. Describe the warning signs associated with the adverse impact of physical interventions and identify the necessary corrective actions to minimise harm.
5. Explain how the continued importance of professional values ensures the Care, Welfare, Safety and Security of all those involved in crisis situation.

Unit X Post Crisis

1. Describe the potential impact crisis situations have on staff and service users.
2. Use a post crisis model for action that will help bring about necessary closure, debriefing and the re-establishment of a positive and productive relationship with the individuals involved.
3. Describe the importance of recording and reporting and list the key information that should be documented and reported following a crisis event.
4. Explain how the continued importance of professional values ensures the Care, Welfare, Safety and Security of all those involved in crisis situation

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