

FREE COURSE FOR UNISON EAST MIDLANDS MEMBERS

PERSONAL SAFETY

30 January 2024
10am - 12.30pm via Zoom

Focusing on conflict away from your normal workplace

On completion of this training course you will be able to:

- identify how to effectively plan for managing angry and aggressive people
- understand what can cause aggressive behaviour and the different stages of conflict aggression
- understand how to appropriately and effectively respond to anger and aggression
- utilise skills you have learnt to confidently manage angry and aggressive people
- understand how to reduce the risks involved and complete a Personal Safety Risk Assessment



<https://eastmidlands.unison.org.uk/members/>