

FREE COURSE FOR UNISON EAST MIDLANDS MEMBERS

# PREVENTION AND MANAGEMENT OF VIOLENCE AND AGGRESSION

FOCUSING ON CHALLENGING BEHAVIOUR IN THE WORKPLACE

Delivered by 2Resolve, who hold Institute of Conflict Management Quality Award Centre status. This course is suitable for anyone who would like to further their knowledge and investigate preventing and managing aggressive and challenging behaviour in the workplace. (Please note that no physical intervention strategies will be taught on this course)

By the end of the course, you'll be able to:-

- List the possible causes of challenging behaviour
- Demonstrate de-escalation principles
- Define the term 'reasonable force' and apply its principles
- Understand the law relating to self defence and physical intervention
- Perform a dynamic risk assessment
- Identify the importance of recording and debriefing
- Identify types of physical attacks

15 APRIL 2024

10AM - 12.30PM VIA ZOOM



---

[HTTPS://EASTMIDLANDS.UNISON.ORG.UK/MEMBERS/](https://eastmidlands.unison.org.uk/members/)