

# Dealing with aggressive people in volatile environments

THIS PROGRAM HELPS PARTICIPANTS TO CONDUCT A FAST PERSONAL SAFETY AUDIT WHEN FACING AGGRESSIVE PEOPLE. THEY WILL BE ABLE TO QUICKLY DISTINGUISH THE TYPE OF AGGRESSION. THEY WILL ALSO HAVE A TOOL BOX OF STRATEGIES AVAILABLE TO MANAGE THE AGGRESSIVE BEHAVIOUR.

Aggressive people in the workplace and outside the workplace pose enormous physical and emotional risks to your people.

Heavy fines can be imposed on your organisation if you cannot provide evidence that you are managing this risk. This unique program gives your people the tools to strategically deal with aggressive people.

Learn world's best practices to manage aggressive people and conduct an environment safety audit.

## Action Plan

1. Be more intuitive and assertive
2. Identify the type of aggressive behaviour
3. How to challenge assertive behaviours
4. Conduct an immediate personal safety audit
5. Practice transactional analysis techniques
6. Understand how interruption techniques can be used to keep parties focused
7. Understand how to position strategic withdrawals
8. Use rescheduling as a tool
9. Search for easy concessions that are of high value to other parties
10. Set behavioural parameters
11. Reframe assertive behaviour to reduce anxiety and flashbacks



# Key learning outcomes

Your **Dealing with aggressive people in volatile environments**' program will give your people the skills to:

- Conduct an environment and personal safety audit
- Profile and label the type of aggressive behaviour
- Challenge behaviours
- Understand when to exit and halt an argument
- Make strategic withdrawals and change your tactics
- Learn to unwind after a confrontation
- Reframe negative experiences
- Remain positive even when the going gets tough
- Identify the different hats the aggrieved party is wearing
- Rely on your intuitive abilities
- Substitute negative vocabulary and body language
- Communicate more effectively with different cultures, generations and personalities
- Understand differences in people and 'value perceptions'
- Understand the importance of letting the aggrieved person save face
- Control your reactions and get past the need to defend or convey options
- Step back and re-evaluate the environment
- Report struggle points and build knowledge management systems

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 – 10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors and Managers.

If you would like more information on this training program, please contact:  
Melinda Kavanagh - Marketing Manager 03 9805 8000 Email: [mkavanagh@preftrain.com](mailto:mkavanagh@preftrain.com)  
or visit our website today.

[www.preftrain.com](http://www.preftrain.com)

