

Occupational Violence Awareness



Your planning and awareness
workshop to minimise the likelihood
of violence in your environment

Occupational Violence Awareness has been designed by an organisational psychologist to assist employees to have a heightened awareness of the potential for violence in the workplace.

As we know violence can happen anywhere. Sometimes there are telltale signs that violence is about to occur and sometimes spontaneous violence occurs almost at random. This course gives participants practical psychological tools and tips to use when a situation escalates. The last module includes strategies to use after a violent incident has occurred. The course will bring participants up to date with existing legislation and legal responsibilities in this area.

This course is a lesson in the psychology of avoiding violence and it is not a self-defence course. The course is designed to keep violence at bay and give you psychological response ideas to try and nullify the danger.

Key Learning Outcomes

Your Occupational Violence Awareness program will provide employees with valuable tools to:

- ▶ Define occupational violence and aggression
- ▶ Build rapport to generate relationships where none exists
- ▶ Discuss workplace bullying
- ▶ Use reflective listening to gain an understanding of others
- ▶ Deflect anger rather than confront it
- ▶ Gain an understanding of emotional intelligence
- ▶ Substitute vocabulary to lessen the tension in a dispute
- ▶ Review existing protocols
- ▶ Identify and label types of occupational violence and aggression
- ▶ Be aware of the relevant legislation and standards that clarify employers' responsibilities in preventing and managing violence and aggression in the workplace
- ▶ Identify signs that may predispose and trigger violent and aggressive behaviours
- ▶ Manage occupational violence and incidents of aggression and the critical importance of debriefing
- ▶ Make strategic withdrawals and remain safe
- ▶ Understand and appreciate the limitations of their role to always deliver successful win/win outcomes
- ▶ Preassess areas of potential conflict prior to face to face contact



PROGRAM OUTLINE

MODULE 1:	LEARNING OUTCOMES
Psychology of Conflict	<ul style="list-style-type: none">▶ Defining and understanding the conflict process▶ Identifying and labelling the different types of conflict <p><i>Role plays, interactive discussions, group discussions and individual exercises.</i></p>
Emotional Intelligence	<ul style="list-style-type: none">▶ Attitude, beliefs, values and expectations can be damaging to relationships▶ Our "quality world" causes frustration and resentment. The importance of intrapersonal and interpersonal intelligence <p><i>Interactive presentation and discussion.</i></p>
MODULE 2:	LEARNING OUTCOMES
Triggers → Personality Conflict → Different Values → Cultural Awareness → Generational Misfires → Ego → Irrational Perceptions	<ul style="list-style-type: none">▶ Understanding that people perceive information differently▶ Understanding that people will sometimes behave a certain way just because▶ Understanding the challenges and likely conflicts ahead for organisations▶ Identifying different personality types▶ Cultural differences▶ Understanding how different personalities and generations collide▶ Communicating better with different personalities and generations▶ Language and instruction difficulties▶ Building in "ego satisfiers" into a conflict resolution <p><i>Role plays, interactive discussions, group discussions and individual exercises.</i></p>
Setting boundaries	<ul style="list-style-type: none">▶ A formula for setting boundaries with people who overstep them▶ Eliminating words that cause negative reactions▶ Being clear about what behaviour you prefer, expect or will tolerate▶ Communicate with people as if they are well intentioned <p><i>A practical exercise with explanation and discussion.</i></p>
Diversity of values	<ul style="list-style-type: none">▶ We make decisions based on our value system▶ Values drive our behaviour and perceptions▶ People have different values and no-one's values are "better" than others▶ Someone who is viewed as 'irrational' may have a different value system <p><i>Practical group exercise followed by discussion.</i></p>

Continued overleaf...



PROGRAM OUTLINE (continued)

MODULE 3:

Review internal occupational violence cases and potential strategies to avoid violent behaviour

- ▶ Analysis of Case studies
- ▶ Identifying root cause and not the symptoms
- ▶ Identifying the milestones in the incident

Case studies, group discussions and individual exercises.

The critical importance of debriefing

- ▶ The role of debriefing
- ▶ Reframing
- ▶ Counselling options
- ▶ Perspective distorting

Complex case studies, group discussions and individual exercises.

Legislative responsibilities

- ▶ Analysis of legislative and legal responsibilities
- ▶ Hypotheticals
- ▶ Improved awareness of procedures

Complex case studies, group discussions and individual exercises.



THE NUTS AND BOLTS

This program can be conducted as in-house training on site anywhere in Australia.

GUIDELINES

Group Size: An ideal group size is 4–12 participants.

Venue: For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.

Duration: This program is conducted as a one day course.

Cost: Upon request.

Target Audience: Management and staff that encounter volatile situations.

Look at what you receive within 24 hours at no cost: a program outline, a bio of a proposed facilitator, training cost and possible training dates (if requested)

Contact us today

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