



Responding to Aggression

Responding to Aggression (Blended) (CR.007180)

Aim:

This is a one-day blended learning program which assists learners to improve their knowledge and skills in preventing, managing and processing aggressive and violent incidents.

Target group:

- Department staff
- Community service workers



Learning Outcomes

1. Identify behaviour and plan response.
2. Prevent escalation through emotional intelligence and verbal and non-verbal strategies.
3. Describe and apply the stress model of crisis.
4. Apply response via de-escalation techniques.
5. Report and review behaviours of concern in line with Departmental policies.

Structure

Blended learning and one-day workshop

Pre-requisite

The eLearning course [Responding to Aggression Online](#) is part one of the blended learning program. It must be completed prior to attending this workshop.

Registration

Department staff: Register using [Compass](#), Sector staff and Carers must register [online](#)