

Customisation

Using **SIMS**, optional program content can include:

Conflict Control

- *Understand Aggression* (causes, indicators, levels)
- *Communication* (negotiation, de-escalation)
- *Threat Assessment* (subject, distance, attack types)
- *Managing Stress* (controlling stress reactions)

Operational Guidelines

- *Law* (OHS, duty of care, UOF, assault/self defence)

Personal Safety

- *Safety Countermeasures* (practical safety strategies)
- *High Risk Threats* (ground, weapons, multiples)

Physical Control of Persons

- *Restraint & Control* (restrain, escort, detain)
- *Search* (inspection vs. search for safety)
- *Teamwork* (solo or with team members)

Post Incident Management

- *Reporting* (incident documentation)
- *Trauma Management* (debriefing, after care)

Scenarios

- *Discussion* (analysis of workplace incidents)
- *Slow Time* (walk/talk through work scenarios)
- *Real Time* (controlled real time work scenarios)

Program resources can include:

- Training Manuals (full colour)
- Multi-Media Displays
- Administrative Paperwork



**YOUR program,
YOUR choice!**

Our Services

Dynamic Training is an accredited provider of vocational education and training and operates to the highest standards of practice and ethics.

We provide quality training in:

- ☞ Aggression Management
- ☞ Workplace Safety
- ☞ Frontline Management
- ☞ Business and Administration
- ☞ Sales
- ☞ Retail Operations
- ☞ Hospitality
- ☞ Security Operations
- ☞ Operational Safety

We also provide professional services in:

- ☞ Training needs analysis
- ☞ Training program design
- ☞ Training resource design
- ☞ Seminar presentations

Examples of our clients include:



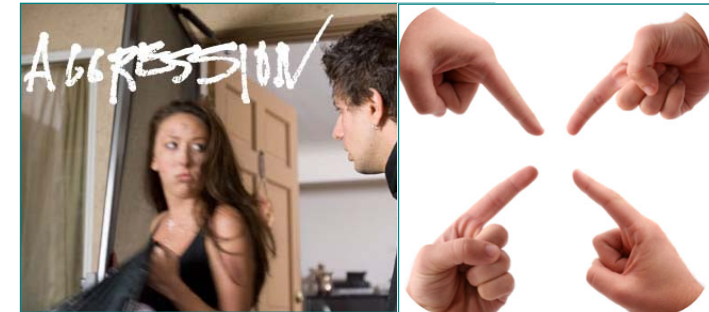
Visit us online...

www.dynamictraining.com.au

Dynamic Training

"Our experience...Your success"

Aggression Management



☎ PO Box 663 Greensborough VIC 3088

☎ 03 9432 3466

☎ 03 9432 3509

☎ www.dynamictraining.com.au

Overview

Occupational violence is defined as *any incident in which employees are threatened, abused or assaulted in circumstances arising out of or in the course of their employment, and may take the form of verbal, physical or psychological abuse.*

Aggression is a natural survival instinct. However, the expression of aggression as violence is often a choice, regardless of immediate or historical motivators.

A common attitude amongst health and community care professionals is that client wellbeing is more important than personal safety. Whilst this illustrates an empathetic and compassionate approach to work, it may create an unnecessary hazard.

The aim of our aggression management program is to ensure staff safety *and* client wellbeing equally. To be effective, training should be designed and implemented in conjunction with workplace policy and practice. Training should flow from policy, and feed back into it.



Proper training increases workplace risk awareness in staff, and this creates increased workplace safety. Knowledge of common causes of aggression combined with simple and effective strategies for managing aggressive situations also increases staff confidence.

Dynamic Training is committed to assist organisations achieve improvements in workplace safety and staff wellbeing. We encourage open consultation to provide positive health and safety outcomes and promote prevention as an effective way to reduce workplace trauma. A commitment to zero workplace injuries guides the development of our programs, with the belief that no work-related trauma is acceptable.

Benefits

There are benefits for organisations that implement a properly customised training program, such as *increased* staff safety, job satisfaction and exposure to workplace policy, and *improved* communication and staff-client relations, plus a *decrease* in work-related stress, workplace incidents and injury, and Work-Cover claims & premiums.

Our objective is to offer strategies to reduce occupational violence and ensure consistent procedures in managing conflict, to reduce the risk of aggression and trauma to staff and clients.

Objectives

- Identify opportunities for service improvement
- Identify opportunities to enhance consistency within and between workplace environments
- Maximise the accountability of personnel with respect to required performance requirements
- Identify and develop strategies that promote an integrated workplace policy

Benefits

- Compliance with workplace safety practices
- Adherence to industry requirements
- Consistent staff performance
- Program meets specific company requirements
- Customisation to specific workplace requirements
- Flexibility to integrate with workplace schedules
- Content up-to-date with international benchmark standards
- Qualified and experienced trainers
- Confidence of using accredited training provider

A feature of our programs is our ability to customise programs to meet specific client needs, achieved through open consultation with key project personnel.

Content is designed around our unique and innovative **Select Integrated Module System (SIMS)**, where clients choose the required components and format. The program is then further customised in terms of actual content to facilitate control over all phases of design, development and implementation.

Program Design

Programs are designed using our unique **SAFE** concept:

Strategic - innovative strategies benchmarked against current best practice

Accessible - easy to learn, apply and maintain for the average person

Flexible - customised design and delivery to suit specific organisational requirements

Effective - strategies that work on the job, not just in the training environment



The strategies required for successful management of aggressive situations are *perishable*. Organisations have tight budgets and can't release staff for long periods of training time, yet these skills are essential in workplace environments that pose the real hazard of aggression and physical violence.

Our strategies enhance people's natural protective instincts to equip staff with appropriate skills in a short period of time. They are suitable for the *average* person with *minimum* training, and remain effective back in the workplace. Our programs are well researched and benchmarked against current best practice for *genuine* workplace safety.

Rather than focus on what people *would like to do* (perceived ability), our programs focus on combining what they *must do* (workplace policy) with what they most likely *will do* (actual ability) under the stress of an actual confrontation.