

Agenda

How To Deal With Violent & Aggressive Patients

A Half Day Workshop

Course Objectives: This workshop provides operational front line staff, in Primary Care, with the skills and understanding to have greater confidence in dealing with any aggressive behaviour, which they may experience, safely

It also provides the opportunity for personal reflection as well as peer-to-peer learning. All delegates will receive a certificate of attendance

Arrival

Welcome, Introductions and Objectives

Why do patients become aggressive?

- Triggers to aggressive behaviour
- Understanding the mind-set of an aggressive person
- The legislative framework

How to Assess the risk

- Stage of escalation
- How we may inadvertently compromise our own safety
- Warning signs & symptoms

Dynamic personal risk assessment

Tea/Coffee

How to respond to conflict

- Our natural response to conflict
- PAC/ AIM/LEAP Models
- 'Red rag' words and phrases
- Signalling non-aggression through body language
- Acknowledging and responding to strong emotion

Some Practical Scenarios

Reflection & Action Plan

Close