

De-escalation Training Workshop

Workshop Outline

This workshop runs for 3.5 hours from 9.00 am – 12.30 pm. It comprises of three sessions all of which need to be completed to gain a full understanding of the principles of de-escalation and its implementation.

This workshop is targeted at frontline and call centre staff who are dealing with clients who exhibit aggressive and /or violent behaviours verbally.

Learning objectives

After working through this workshop, participants will **understand** the following;

- Be able to identify unacceptable, aggressive and violent behaviours towards them;
- Understand de-escalation definitions;
- Understand the science and research around why people behave in an aggressive or violent way including behaviours such as anger, frustration and stress;
- Understand how to review legislation and how it relates to de-escalation;
- Have a toolbox of strategies to allow them to diffuse a difficult situation and protect themselves (HEAT and AWOCA);
- How to handle, take control and de-escalate any aggressive or abusive phone calls or verbal confrontations;
- Recognise when they or others need further support following an aggressive confrontation or call and know what to do about it;
- Know how Health and Safety Representatives can support workers when unacceptable behaviour incidents occur.

Session 1 - Introduction to De-escalation

AIM: For participants to have a good grasp of the facts and research that underpins de-escalation training.

This session covers:

- Definitions of de-escalation, aggressive and violent behaviours
- How the brain works to create these behaviours and the amygdala response
- Current research on de-escalation
- Why do we need de-escalation training
- How the HSW Act (2015) relates to de-escalation

Session 2 – De-escalation Toolbox

AIM: To provide participants with practical information and strategies to de-escalate difficult situations.

This session covers:

- Methods to de-escalate a stressful situation
- De-escalation models and how to use them
- Practice using the de-escalation models

Session 3 – De-escalation incident reporting and post-incident support

AIM: For participants to understand how unacceptable and aggressive behaviour can impact them, and to know what support is available

This session covers:

- Incident reporting – why it's important
- The impact of aggressive and unacceptable behaviours
- Seeking support following an incident
- Case studies that demonstrate how to use these models
- Reflections and action plan