

Handling Aggression

This DVD has been prepared to help a wide variety of people to develop their understanding of how best to handle situations that may involve aggressive behaviour. It is a 37-minute presentation that is divided into five parts.

Part One discusses the steps that can be taken to prevent aggression. Part Two explores the warning signs that we need to learn how to recognise. In Part Three, the discussion switches to a consideration of how we can defuse situations that involve aggression. In Part Four, the focus is on protecting ourselves. The final part is concerned with dealing with the aftermath, 'picking up the pieces', as it were. This DVD offers a sound foundation for more confident and effective approaches to situations that involve actual or potential aggression.

The presenter

Dr Neil Thompson is well-known in the people professions as an author, trainer, consultant and conference speaker. He has over 150 publications to his name, including several bestselling books. He has held full or honorary professorships at four UK universities and is currently a director of Avenue Consulting Ltd. For further information about Neil, visit www.neilthompson.info

Who is the resource for?

Aggression can arise in any workplace and in any setting. This resource will therefore offer important lessons to a wide range of people whose work brings them into contact with people who may at times become aggressive. This includes members of the helping professions broadly defined (social work and social care; nursing and other health care professions; probation and youth justice work; youth and community work; advice work; counselling and psychotherapy; and so on); teachers; police staff; prison officers; managers, supervisors and human resource professionals across all sectors; as well as anyone involved in a customer service-type role. Trainers, tutors, teachers and managers involved in helping any of the above groups to learn will find this DVD a useful resource.