



# MANAGING AGGRESSIVE & DIFFICULT SUBJECTS (MADS)

## Do your staff know how to manage aggressive clients?

There are two ways of meeting difficulties: You alter the difficulties or you alter yourself meeting them." *Phyllis Bottome*

Aggressive and angry customers present a significant risk to the health and safety of employee who have to deal with clients/customers. The ability to use effective verbal communication to de-escalate hostile, violent or aggressive situations is vital to ensure safety, minimise risk and keep employees safe.

Understanding anger, the reasons behind it and the cycle that underpins it is essential to keep employees safe from harm. In an environment where unpredictability is common, recognizing threats and having plans to deal with them can often be the difference between life and death.

Recognizing the signs of anger and aggression and taking proactive steps to deal with it – including diffusion strategies – are important facets of this program. Knowing what to say, and when, can mean the difference between a disaster and successful outcome. Simple things can make a real difference.

It is reported that 10% of conflicts are due to difference in opinion. 90% are due to wrong tone of voice.

For an employer, it also addresses needs under relevant WHS/OHS requirements. Better prepared employees making better decisions.

### Learning outcomes

This one-day workshop teaches participants the theory of anger and aggression and how it relates to their everyday role. Attendees will learn:

- **The cycle of anger and an understanding of aggression**
- **The types of aggression and how to recognise it**
- **Verbal and non-verbal strategies for dealing with aggressive people**
- **Some essential skills and verbal communication techniques**
- **All about 'tactical communication' including techniques to de-escalate violent situations (verbal judo)**
- **Simple things to say (and not say) and do**
- **Practical techniques to keep them and their colleague's safe, including real-life scenarios aimed at reinforcing the learnt material.**

# FAQ

## How is the workshop delivered?

This innovative workshop on managing aggressive and difficult subjects delivered face-to-face over one day (7.5 hours). Participants will receive a workshop unit guide/workbook and a certificate of completion.

## What is the cost of the program?

Because every workplace is different it is difficult to provide a standard cost for the program. A detailed proposal and costing can be provided within 24 hours of your enquiry.

## How many participants are required?

This workshop is capped at 12 participants because of the focus on scenario-based instruction and learning.

## Are your instructors qualified? Experienced?

Our instructors are all experienced trainers and hold relevant training qualifications. They are also experienced law enforcement and compliance officers who've 'been there, done that.'

**The ForenSix Group** are specialists in workplace investigation and training. Based in southeast Queensland and NSW, but with a reach across Australia and beyond, we exist to help local and state governments, not-for-profit and select industry groups address their specific investigation and training needs. We also welcome rural and remote assignments. Contact us today for a no obligation chat on how we can help you.



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