

Dealing with Aggressive Behaviour

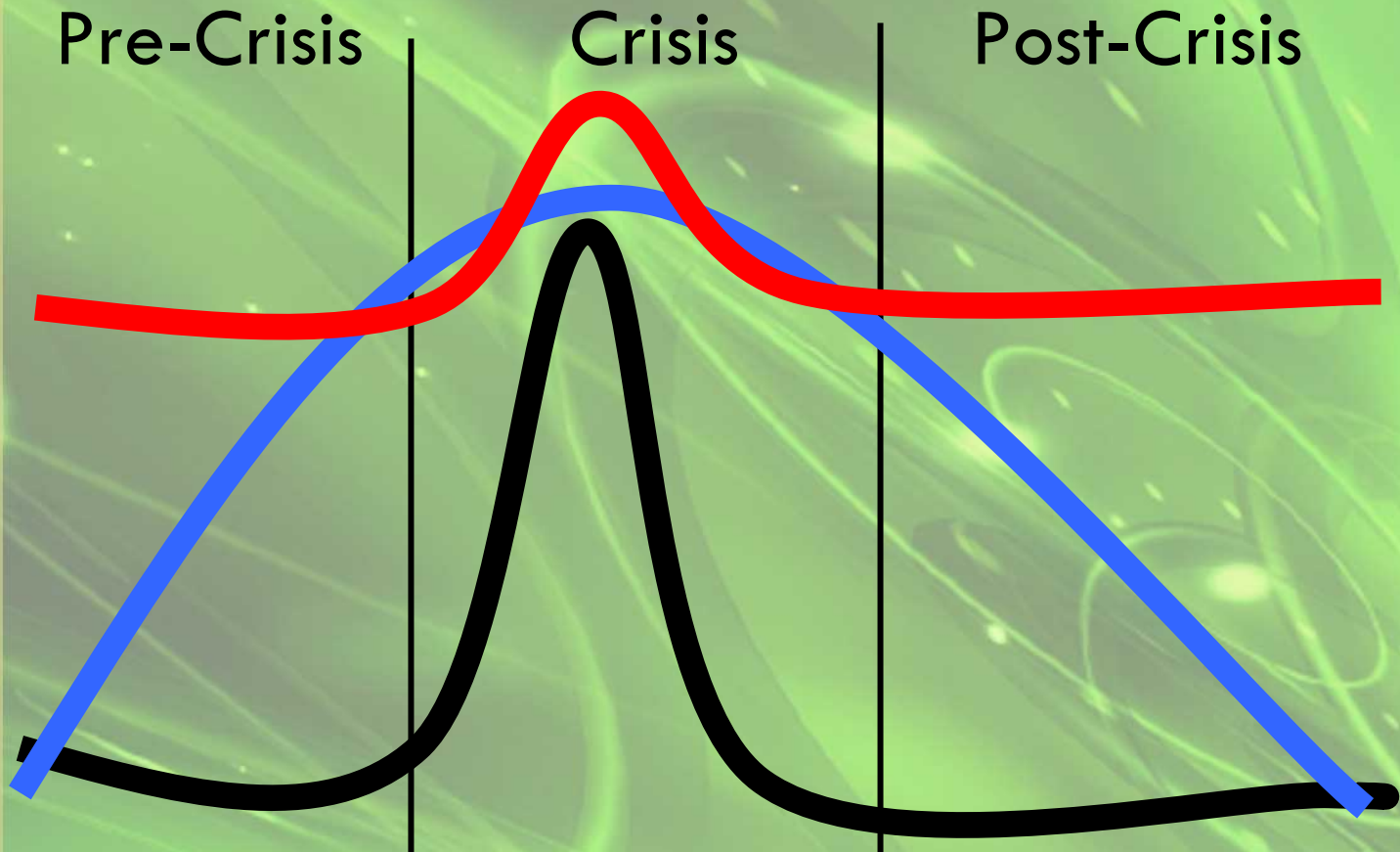
Objectives...

- To learn techniques effective in assessing and reducing tension
- To improve interactive effectiveness through learning non-verbal, paraverbal and verbal intervention techniques

Take a few moments...

- Describe the last time you had to deal with an “aggressive” incident in your work
- Describe the student behaviours and your intervention

Aggression Development Model



Proxemics/ Personal Space

- Varies amongst individuals
- Easiest way to lower tension
- Belongings
- Chair height
- Moving into a conversation
- Looking at their MSN or facebook

Kinesics/Body Language

- 45 degree angle
- Body movement
- Arms/hands
- Gesturing
- “Fighters and flighters”

Paraverbal Communication

- Qualities of speech...
- Tone
- Volume
- Cadence

Pre-Crisis Phase

- Anxiety Agitation
- How show?
- Rational
- Approach is supportive/empathic
- Use of calming techniques and preventive strategies

Pre-Crisis cont...

- **Calming Techniques...**
- In pairs, name 10 things you do to calm people when they are anxious...

Pre Crisis cont...

- Negotiate
- Multiple choice
- Direct appeal
- Cueing
- Planned Ignoring
- Disarm Power Struggles
- Timing Out
- Distraction

Pre Crisis cont...

- Proximity and touch control
- Humour
- Positive reinforcement
- Stating clear expectations
- Self disclosure
- Reframing
- Reviewing options/choices/outcomes

Pre Crisis cont...

- Open questions
- Listening responses
- Paraphrases
- Pauses
- Summarizing responses

My Buttons...

- What or Who pushes my buttons?
- How do I know I am being triggered?
- Now perhaps a more difficult decision...
- What buttons do I push in others?

Crisis Phase

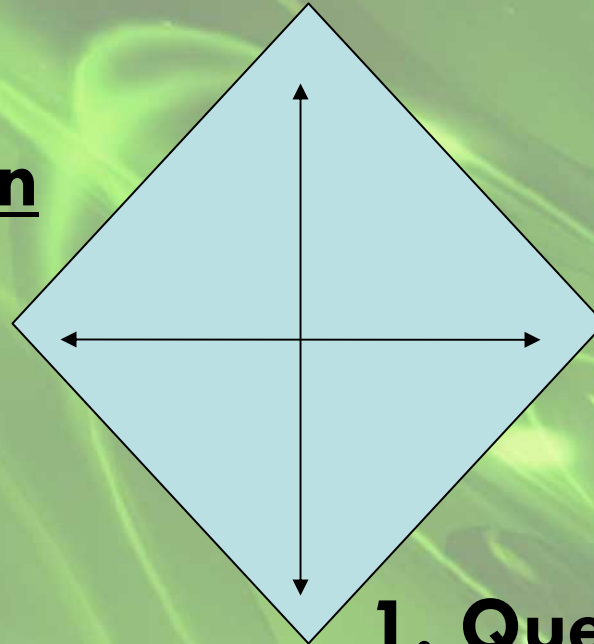
- Verbal Crisis
- Physical Crisis
- Irrational
- Our approach...
- Directive... clear, calm and efficient
- De escalation techniques

Crisis Phase

3. Release Venting

4. Intimidation

2. Refusal



1. Questioning

5. Tension Reduction

Questioning Level

- Two types of questions...
- Information seeking and challenge
- Err on the side of legit
- Answer them
- Re-direct challenge questions
- Remember, they aren't refusing yet

Refusal Level

- No, no, no
- You are safe, a way to feel empowered without risk
- Can't make them do anything
- Set limits and consequences
- Calmly, efficiently

Release/Venting Level

- Blow up
- Vent, unfocused energy expenditure
- Let them do it, listen
- Isolate them
- Hockey fight analogy

Intimidation Level

- If they threaten you, believe them
- Take them seriously
- G.T.F.O.O.T.
- May have to defend yourself
- Call for help
- Move back

Tension Reduction

- Regain full range of emotion
- Number of emotions/behaviours
- De-brief in a non-punitive way
- Behaviour contracts

Summary...

- Operational definition of anger
- Key to dealing with aggression is to not rise to the occasion
- To fly into a great calm
- To not react