

zeroaggression

Overview

The aim of Zeroaggression™ is simple: to provide top quality training for professionals who may face aggression or violence. We cover every aspect; from producing positive, non-aggressive environments through to handling hostage situations and riots.

We come to you - so you immediately have a 'critical mass' of staff trained in one approach. In terms of cost, by having the tutor come to you, you do away with a multitude of travel and overnight accommodation expenses which have no bearing on staff development.

Preventing face-to-face violence: How to handle potentially violent situations

Background

Violence and aggression are extremely unpleasant and worrying for most people. Most people therefore want to feel able to deal with it if the need arises. Moreover most employers now realise their responsibility in equipping their workforce with appropriate training.

The problem arises in just how to deal with it. Naturally most people don't want to 'meet fire with fire' - to become aggressive and violent themselves. The need is therefore for non physical techniques that are powerful and effective. It is to meet that need that this course was developed.

This course introduced the term Preventing Face-to-Face Violence and has become the UK's benchmark course in terms of training professionals in effective non-physical strategies for aggression and violence.

Developing a proper understanding aggression and violence.

If you can understand what causes aggression and violence you are half way to overcoming it.

- Aggression and violence may be triggered by the primitive-brain, the rational-brain, or a combination of the two.
- The primitive-brain is emotional and feels emotions such as anger, envy, greed, jealousy, territoriality, etc. The rational brain works out how to get the primitive brain what it wants. Thankfully, this is often by obeying social norms and customs. But sometimes it isn't.
- It is vital to understand the interplay between the primitive and rational brain in order to understand aggression.

Knowing What to Do about it.

The person who starts with the right attitude, avoids the traps in body language and also knows what to say, can deal with most aggressive situations.

- Communicating directly with the primitive brain: Attitudes and Body Language.
- Verbal strategies. Having the right attitude and avoiding body language pitfalls are both vital. But you also need to know what to say: verbal strategy and technique. Specific strategies include: Reassurance, Apology, Facing the other person down, Playing for time; Asking for the required behaviour; Delayed compliance; Diversion; Personalising yourself; Depersonalising the issue; Activating the rational-brain; Scripting. Each is powerful at the right time ... you need to be able to choose the best one.

If all else fails.

No matter how bad things are, there is always a best option.

- Even in a dire situation there are lots of ideas on (a) escape tactics, (b) calling for help, (c) what to do if you are attacked and (d) what to do if someone else is being attacked.
- In each case there is a 'menu' to choose from and it is usually a case of choosing the right item from the menu. Just as with a real menu, there is no item that is right every time. You need to know how to judge.

Prevention is better than cure: Risk Assessment.

*Afterwards, the risk is obvious. It needs to be just as obvious **before** the event.*

- In assessing the risk of aggression or violence there are three areas to consider, some of which you can alter, some you can't.
- The more risk factors that are present, the more risky the event. If you have risk factors present from one or two categories, this is somewhat risky. If you have significant risk factors from all 3 categories, this is clearly risky.
- There is always a way of eliminating one or more factor and therefore minimising the risk.

Learning outcomes

- You will have a clear way of conceptualising potentially violent incidents - you will know the different types of incident and what causes them.
- You will be able to do a Risk Assessment - to really know which situations are likely to be aggressive, and how to modify them.
- You will receive a detailed account of all the most effective techniques involved in **preventing and handling aggression**, using powerful, non-physical methods.
- You will have a repertoire of **techniques for handling (potentially) violent situations** using powerful, non-physical methods.
- Overall, you will feel you know all about aggression and violence, and how to prevent and deal with it in your own situation.

Ethical escape: ethical physical techniques for escaping from physical attack

Background and aims

Physical techniques should be regarded as the last resort, so all the techniques taught on this course are designed to fulfill three criteria:

They strive to maintain the dignity of both the aggressor and the professional

They aim not to encourage future episodes of aggression (e.g. 'revenge')

They must be in line with the normal professional endeavour of maintaining a good relationship with others.

Who should attend?

This course is relevant to everyone who believes they may be at risk of physical attack. The techniques taught are defensive techniques and therefore appropriate for a very wide audience. They are also techniques which strive to retain the dignity of all concerned.

This is the course for you if you are interested in:

- Breakaway techniques that are both ethical and effective and retain the dignity of all concerned.

A 2 day course we bring to you.

"Excellent course with techniques that could easily be used in many situations."

J.Clark, Community team support worker

In two days you will learn a small number of techniques so thoroughly that you can apply them in a wide range of situations. You will also have a videotape of the methods covered, for later reference.

Being violently attacked is of course a very frightening experience. Even reading the situations that happen is disturbing to many people. Nevertheless you probably want to know what is covered on the course. In addition to those covered below you may bring up specific worries of your own:

What to do if someone:

- is holding your clothes and threatening you.
- is holding or pulling your hair.
- is holding or pulling your earring.
- Is strangling you, either standing up or on the floor.
- puts their arm around your neck from behind, or squeezes or worse still puts you in a 'side head chancery'
- is biting or scratching you, or endeavouring to do so.
- gives you a 'bear hug' or squeezes your very tightly.
- grabs hold of your head, pushes it down and tries to knee you in the face.
- tries to head-butt you
- Or runs towards you with the intention of hitting you.
- tries to kick or punch.
- uses a chair etc. as a weapon.

- Is throwing things at you.

"It was the best course I have attended in 15 years in a care setting."
Susan Walsworth, Support worker

This is mainly a physical, practical course, but there is specific reference to ethical and legal considerations, with special reference to young, old and physically disabled.

To a degree this course will also cover the warning signs of violence, what the body buffer zones are and how they are relevant, and non-confrontational positioning. It meshes with other zeroaggression courses.

Note 1: This is a physical course and sponsors must provide ample room for 8 pairs to move around freely

Note 2: An annual 1-day refresher course is also available for £1445 + VAT

Caring Control: Ethical physical approaches for intervening in a violent situation

Background and aims

This course strives to maintain the dignity of both the professional and the aggressor, it aims not to encourage future episodes of aggression (e.g. revenge), and it aims to retain good relationships.

All of these are very important not least because some people enjoy the struggle involved in a physical fight and this is something we do not wish to feed. Neither do we want to motivate anyone to seek revenge at a later date. So for both ethical and practical reasons the dignity and caring of the techniques taught on this course are very important.

Who should attend?

This course is only suitable for selected staff, namely those who - whatever their size or gender - are most likely to be asked to intervene physically in an already violent situation. In selecting staff to attend this course you may like to bear in mind that it is possible to deliberately misapply some of the techniques on this course if a person were minded to do so

This is the course for you if you are interested in:

- Replacing 'control and restraint' with effective physical techniques which retain everybody's dignity and maintain good long-term relationships.

This 2 day course teaches you ethical and dignified physical methods of intervening in an already violent situation.

"An excellent course presented with sensitivity and humour, making it easy to understand and use, with relevance to our work setting."
Ann Rushby, RSWI

Some of the situations one has to intervene in are anxiety provoking and frightening. You may wish to propose specific examples from your own job. The following situations are given as typical of what is covered:

- What to do if somebody is harming themselves, for example by banging their heads against a wall or using a knife to cut themselves.
- How to safely remove a person to another area, possibly via stairs, and how to leave safely.
- What to do when 2 or more people are fighting with each other.
- How to disarm a person.
- How to restrain a person in a car.

You will be taught a small number of (a) controlling and immobilising techniques and (b) manoeuvring and escorting techniques and how to apply them in a wide range of situations effectively.

"An excellently presented course of relevant and practical methods for handling difficult situations."
Graham Wells, Day service worker

There are also important areas which need covering as follows:

- What is positional asphyxia and how to avoid it
- Legal and ethical considerations.
- How to maintain the physical and emotional integrity of both the restrained and restrainer.
- Areas of the body that must be avoided and why.
- How to form a restraint team and operate effectively.
- The reporting and recording of incidents.
- The function of debriefing and how it is done.

Note 1: This is a physical course and sponsors must provide ample room for 8 pairs to move around freely

Note 2: An annual 1 day refresher course is also available for £1445 +VAT

Note 3: In situations where staff routinely have to apply such methods as described in this course we can provide extended and in-depth versions of up to 10 days duration, again with refresher and monitoring options

Handling the stress following major incidents

Background and aims

This 2 day course teaches how to support staff who have been involved in a significant incident. Such support may be provided on a one-to-one basis or in a group format, both are covered. It looks at the research behind these approaches and extracts the effective elements relevant to working in challenging clinical situations.

Who should attend?

This course is suitable for everybody who has been or is liable to be exposed to aggression, or is working with other people who have been or liable to be exposed to aggression.

This is the course for you if you are interested in:

- PTSD, post traumatic stress disorder
- Post trauma effects
- Work stress through major incidents
- Coping with stress associated with major incidents

This practical 2 day course gives you a real understanding of the effects of aggression and what to do about them. We bring the course to you, for a fixed fee.

In 2 days you will cover a great deal.

You will learn the post-traumatic effects of repeated stresses (of which aggression is the prime example). Most people may not suffer from PTSD as a result of aggression but many people do show some of the symptoms of it. You will learn all the symptoms, what effect they have on people's lives and how to recognise them.

"Excellent course which I would highly recommend to be extended into the organisation."
P.Egan, Clinical services manager

You will be able to examine examples that have happened in the past and, if you wish (but not if you don't) share some of what happened and what constructive activities you took to overcome any effects. Typically you will hear from others what measures they were able to take to overcome aggressive incidents they experienced.

You will learn how to analyse anecdotal material in terms of established research that validates the many responses people make to aggression and examine case studies which illustrate the range of aggressive incidents that occur and the effects that they have. More to the point, they illustrate the helpful (and unhelpful) strategies that individuals sometimes adopt, and that are adopted by those around them.

"A thoroughly well presented two days, I got a lot from it. Thank you."
P.Egan, Clinical services manager

You will learn about a range of psychological techniques that have been applied to the stress following major incidents and be presented with a powerful overall strategy for intervening - or not - and how to decide. The course takes a good clear perspective on the best interventions and gives you a chance to practise, to an extent.

You will also learn about the 'common-sense' strategies that people use after aggressive incidents and how apparently such low-level strategies can have very powerful effects if properly followed through.

"I feel I have benefited from the course, very interesting. Well presented - APT training is brilliant..."
Ruth Briston, CPW

Finally you will know how to judge whether professional help might be needed and what be achieved using professional help (and what can't be) and how to obtain it if necessary. In general you will feel empowered that you know how to handle the stress produced by aggression and how to help those around you.

Up to 16 people may attend 2 day courses for a total cost of £2,695 + VAT and 3 day courses for £3,875 +VAT, all inclusive. We come to you, and the price includes all tuition, handouts, tutor's travel and accommodation, post-course evaluation, certification and registration of participants' attendance.

All you need to provide is a good teaching room and refreshments.

Contact zeroaggression.

If you would like to book a course or simply would like more information on what we have to offer, please use the contact information below and get in touch, where our friendly staff are eager to help.

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