

Overview

This standard is about minimising the risks of aggressive behaviour in the workplace. It covers the skills and knowledge required for minimising the aggression through your own actions when dealing with customers, service-users and other employees.

This standard is for anyone who needs to minimise the risks and consequences of aggressive behaviour.

Performance criteria

You must be able to:

1. identify the communication methods used by your organisation
2. define the set of criteria for aggressive or unacceptable behaviour in the workplace
3. identify the risks and consequences of aggressive behaviour
4. identify any trends or instances of aggressive behaviour in the workplace
5. follow your organisation's procedures for dealing with aggressive and behaviour face to face and remotely
6. identify the risks of aggressive behaviour when dealing with customers, service users and colleagues face to face and remotely
7. record incidents of aggressive behaviour within rules of confidentiality and maintain their security
8. keep track of common triggers and incidents of difficult behaviours
9. maintain impartiality when dealing with incidents caused by aggressive behaviour
10. attempt to de-escalate aggressive calls and messages or delegate these for resolution by another relevant colleague
11. cooperate in debriefing and follow up procedures after incidents
12. manage methods of communication and review these on a regular basis for continuous improvement

Knowledge and understanding

You need to know and understand:

1. the procedures for safeguarding confidentiality in accordance with data protection regulation
2. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
3. the channels of communication within your organisation
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the possible risks and consequences of aggressive behaviour
6. your organisation's procedures for dealing with aggressive behaviour
7. how to minimise the incidents and risks of aggressive behaviour
8. how to record incidents of aggressive behaviour
9. the importance of maintaining impartiality and calm approach
10. why it is important to record incidents and maintain their security
11. the sources of advice and support available to you and your colleagues
12. how to recognise common triggers and anticipate difficult behaviours
13. how to maintain your impartiality when dealing with aggressive behaviour
14. how to de-escalate angry calls and discussions
15. when to terminate and exit aggressive interactions
16. why it is important to take part in post-incident procedures and learn from them
17. how to use assertiveness and conflict management techniques to control aggressive communication and behaviour
18. the relevant legislation for health and safety at work
19. the rules and etiquette of social media and online methods of communication
20. the legal responsibilities and your organisation's policy and procedures

Glossary