

Overview

This standard is about managing aggressive communication in the workplace. It includes assessing and managing the risks of aggression, ensuring control measures and systems are in place, as well as promoting a positive and supporting culture at your organisation.

This standard is for anyone who is facing the risks of aggressive communication or responsible for managing these risks within your organisation.

Performance criteria

You must be able to:

1. include the management of aggressive communication in organisation's policies
2. carry out risk assessments to identify risks related to aggressive communication
3. implement control measures for managing the risks of aggressive communication
4. cover the risks to all employees exposed to aggressive communication through implemented procedures
5. develop procedures for managing risks of aggressive communication in consultation with key employees
6. review and revise procedures on a regular basis or after incidents take place
7. use the relevant equipment for managing the risks of aggressive communication
8. record incidents of aggressive communication
9. keep records of incidents of aggressive communication and review these on a regular basis to identify trends
10. encourage all employees who experienced aggressive communication to report the incidents to their senior line management
11. provide support to employees who experienced incidents of aggressive communication
12. capture all incidents of aggressive communication by using customer management equipment
13. promote a positive and supportive culture within the workplace
14. arrange relevant training for all employees to enable them to minimise the risks of aggressive communication

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 job roles and responsibilities of all employees for whom you are responsible
6. what aggressive communication is
7. the causes of aggressive communication
8. the acceptable methods and styles of communication
9. the risks associated with aggressive communication to the individual and the organisation
10. the relevant procedures for reporting incidents of aggressive communication
11. what policies and procedures should include in relation to managing aggressive communication
12. how to develop procedures for managing and minimising the risks of aggressive communication
13. how to record and report incidents of aggressive communication
14. the methods of handling sensitive situations
15. how to carry out a risk assessment
16. how to control risks in relation to aggressive communication
17. why it is important to log aggressive calls and other cases of communication
18. the information that should and should not be disclosed by employees
19. the types of communications equipment used by the organisation
20. how communications equipment can be used to minimise the risks of aggressive communication
21. the potential uses of specialist equipment to control and minimise risks of aggressive communication
22. how to provide advice and support about aggressive communication
23. why it is important to review records of incidents on a regular basis
24. the possible effects of aggressive communication on the individuals and employees

- 25. the importance of consulting with employees when developing and reviewing policies and procedures
- 26. how to promote a positive and supportive culture within the workplace
- 27. how to arrange the required training for your employees
- 28. the legal rights of individuals and organisations in relation to aggressive communication

Glossary