

## Management of Aggression

<b>Best Care Category:</b>	Best Care: Culture
<b>Aim of Program:</b>	This program enables health and community services workers to respond effectively to difficult or challenging behaviours. It will provide participants with the skills to identify triggers or signs of aggression, strategies for managing these behaviours and reporting mechanisms.
<b>Program Outline:</b>	<p>Topics and skills to be covered in the program include:</p> <ul style="list-style-type: none"> <li>▶ Overview of workplace aggression</li> <li>▶ OHS issues</li> <li>▶ Identifying triggers &amp; early warning signs of aggressive behaviour</li> <li>▶ Strategies in managing aggressive &amp; difficult behaviours</li> <li>▶ Preventing escalation, injury &amp; recurrence of aggressive behaviours</li> <li>▶ Reporting procedures</li> </ul>
<b>Learning Outcomes:</b>	<p>By the end of the session participants should be able to:</p> <ul style="list-style-type: none"> <li>▶ Identify appropriate response to potential instances of difficult or challenging behaviour</li> <li>▶ Use communication effectively in responding to difficult or challenging behaviour</li> <li>▶ Select and use appropriate strategies to suit particular instances of difficult or challenging behaviour</li> <li>▶ Report incidents according to organisation policies and procedures</li> </ul>
<b>Assessment:</b>	Assessment will be conducted throughout the program and will consist of role play, scenarios, written questions and group work.
<b>Program Eligibility:</b>	This program is mandatory for all staff that have contact with patients and visitors and work in high risk areas. This training should be undertaken on commencement of employment and is highly recommended on an annual basis.
<b>Program Enrolment:</b>	The program is limited to 30 participants.
<b>Prerequisite:</b>	There is a mandatory annual requirement for all Western Health employees to complete an online component via elearn. You can access the elearn link here: <a href="https://welearn.wh.org.au/login/index.php">https://welearn.wh.org.au/login/index.php</a>
<b>Program Duration:</b>	8.00am to 4.30pm.
<b>Facilitator/Trainer(s):</b>	Margaret Woolfrey, Trainer/Facilitator, Centre for Education - Tel: 8345 6918
<b>Registration:</b> <i>(Course fees &amp; dates)</i>	Centre for Education Online Enrolment link: <a href="http://enrol.vetenrol.com.au/?clientid=VT-WESTERNHEALTH">http://enrol.vetenrol.com.au/?clientid=VT-WESTERNHEALTH</a>

### CENTRE FOR EDUCATION

Admin Inquiries: [whs-ceadmin@wh.org.au](mailto:whs-ceadmin@wh.org.au)

Education Link: <http://www.westernhealth.org.au/EducationandResearch/Education/Pages/Courses-and-Inservices.aspx>

S:\Education Unit\Administration\Course Brochures\COURSE BROCHURES\2016 - Brochure - MoA.docx

