



People Management Leading with Impact



**Defusing
Aggression**

About Me



Areas of Expertise



Scrum Master



Expert in Management



Certified Coach



Expert Agile Consultant



Public Sector



Private Sector

Qualifications

- ▶ Honours Degree in Psychology at NTU
- ▶ Higher Diploma in Conflict Resolution
- ▶ Member of British Psychology Society
- ▶ Member & Certified with International Mediator Institute
- ▶ PSMI™ Scrum Master

ANDREW GIBSON

DCM Trainer

What's Coming Up?



Delivered Live via Zoom



All Sessions Recorded



Free and unrestricted for DCM Members

10am - 11am



Psychological Safety

10am - 11am



Coaching for Leadership Brilliance

10am - 11am



Defusing Aggression

What will we discuss in this session?

What is the route cause the aggression

What are your options as a Leader?

Tips and Tricks – Defusing Aggression with words and body language

Q & A Session

Stay away from the Fog!

What is a cause of aggression?

Why does aggressive behaviour escalate?

Temporary or prolonged lack of empathy!

Is this an attack on me?

- **Situational**
- **Vexatious**
- **Predatory**



Emotion is like fog!

What are my options as a manager

4C model

Containment

Conciliation

Collaboration

Confrontation



Tips & Tricks

Help people off the merry-go-round...

Pause don't Stop

Can you help me

Reframe don't Summaries

Mind Your Body Language...

Mirroring

Appropriate gestures



Q&A



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