



# Dealing with Aggressive Behaviour Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**Our Dealing with Aggressive Behaviour course has been designed to give learners non-physical techniques that are powerful and effective when confronted with conflict situations.**

Our one -day **Dealing with Aggressive Behaviour** course has been designed to address the need for Managing Aggressive Behaviour and Conflict situations in the workplace.

Conflict and aggression are extremely unpleasant and worrying for most people. We therefore want to feel able to deal with it if the need arises. 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 confrontational themselves. The need is therefore for **non-physical techniques that are powerful and effective**.

Working in a customer facing role can mean that staff are faced with abusive or confrontational behaviour.

This course will teach learners **how to deal with aggression, help them to spot signs of anger and aggression** and to take a **planned and practiced approach to difficult situations**.

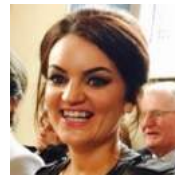
*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

Dearbhla Casey, HR Manager, Irish Country Meats



*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

Aoife O'Rourke, Key Account Manager, Tool & Plastic



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

Jonathan Latimer, Fleet Training Instructor, City Jet





# Why Choose This Course

DCM Learning's Dealing with Aggressive Behaviour course has been designed to address the need for Managing Aggressive Behaviour and Conflict situations in the workplace. This course will teach learners how to deal with aggression and how to take a planned and practiced approach to difficult situations.

## Specific reasons to choose this course:



**Experienced:** We have trained over 237 individuals successfully in Dealing with Aggressive Behaviour over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered the Dealing with Aggressive Behaviour programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





# Dealing with Aggressive Behaviour Course

## COURSE OVERVIEW

This 1 Day course has been designed to address the need for Managing Aggressive Behaviour and Conflict situations in the workplace.

Working in a customer facing role can mean that you are faced with abusive or confrontational behaviour. This course will teach learners how to deal with aggression, help them to spot signs of anger and aggression and to take a planned and practiced approach to difficult situations.

## LEARNING OUTCOMES

This course is designed to teach learners how to:

- Understand how to cope with anger, fear and stress and the effect this has on themselves and others
- Be able to identify aggressive behaviour
- Have a refined toolkit of techniques to avoid aggressive situations at work
- Be able to continue to communicate effectively in emotive situations
- Have techniques to help prevent incidents from escalating
- Be more confident in their ability to deal with difficult situations

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Content

## TOPIC 1: IDENTIFYING AGGRESSIVE BEHAVIOUR

- What is aggression? Anger versus aggression. Where does aggression come from?
- How to recognize aggressive/unreasonable behaviour

## TOPIC 2: PREVENTING AGGRESSIVE BEHAVIOUR

- Building rapport - creating a productive relationship
- Verbal and Non-verbal behavior to help defuse aggression
- What not to do
- Active Listening skills - the 10 principles of listening
- Being assertive - techniques to build self-esteem and confidence

## TOPIC 3: MANAGING AGGRESSIVE BEHAVIOUR

- Negotiation Skills - 5 basic principles of negotiation
- How to motivate others towards a win/win outcome
- The importance of personal safety - trusting your instincts
- What to do when safety becomes an issue
- Follow up procedure - debriefing management; sharing information with colleagues
- Coping with aggression after the event

## TOPIC 4: HANDLING DIFFICULT PEOPLE

- Behaviour - what causes customers to be demanding or difficult
- Engaging the 'professional brain' instead of the emotional, reactive brain
- Unwelcome News - What to say when you can't deliver what the client wants
- Handling criticism, put-downs, arrogance, persistence or patronizing behaviours
- Responding and resolving complaints - prioritise; escalate; communicate



## Andrew Gibson

Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

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*"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"*

Alan Grogan, Programme Manager, Arthur Cox

The logo for Arthur Cox, featuring the company name in a white, serif, all-caps font centered within a black rectangular box.



# Inhouse Training, One Size Doesn't Fit All.

## Does your team need training for Dealing with Aggressive Behaviour? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

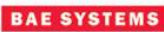
Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%





## Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

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✉ [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)  
📍 Guinness Enterprise  
Centre

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Blackpool Business Park

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