

Managing Aggressive People

Half Day Course

Rating: ★★★★★ 4.8/5



Module 1:

Understanding Aggressive Behaviour

Learning Outcomes

- Define aggression and distinguish between different types.
- Identify common triggers that lead to aggressive behaviour.
- Recognise early warning signs that an individual may become violent.

Service Methodologies

- The psychology of aggression
- Predicting violence: Signs and risk factors

Module 2:

De-escalation Strategies and Techniques

Learning Outcomes

- Utilise effective verbal and non-verbal de-escalation techniques.
- Apply active listening to defuse tension.
- Maintain control over personal emotions and reactions.

Service Methodologies

- Verbal de-escalation techniques
- The power of body language and tone

Location & Delivery Style

4th Floor
One Great Cumberland Place
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Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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