

TRAINING SERVICES

SITUATIONAL ASSESSMENT AND RESPONSE TRAINING



How do you keep employees safe while also maintaining an open and service-driven culture?

When faced with possible workplace violence, it helps to know how to contain situations so that they do not escalate. The deployment of appropriate responses by staff is directly connected to your policies and procedures, as well as maintaining a robust violence prevention culture. This training ensures staff are aware of your policies and procedures, know the early warning signs of violence, are familiar with physical security features, and can contribute to a respectful workplace for staff and clients.

Our Approach

Our sessions are designed to ensure all your employees engage fully with the material. We find that learning events are more likely to drive behaviour change when they include:

- Experience -- application of the skills in exercises rather than talking about how you might apply them
- Relevance -- scenarios from their own workplace
- Consistency -- reference to your policies and protocols already in place

Learning Outcomes

To prevent workplace violence, it is essential that staff recognize warning signs and have a simple, robust framework in which to respond. Our *Situational Assessment and Response* sessions use interactive scenario-based exercises drawn directly from your workplace and similar organizations to work through our Risk and Response Matrix. This matrix enables staff to determine the level of risk as it evolves and select an appropriate prevention strategy.

Our training sessions ensure your staff understand the causes of workplace violence and their individual responsibilities before, during and after an incident occurs.

Objectives include:

- Recognizing the warning signs of violence
- Understanding the current level of threat as an incident is occurring

Identifying a range of de-escalation techniques and exploring when to use them.

Session Agenda

The first half of the session prepares employees to be safer at work by focusing them on understanding the different types and causes of workplace violence, types of people who engage in violent behaviour at work, and prevention strategies. The second half of the session helps employees deal with violent behaviour by focusing them on assessing the level of violence risk and in applying strategies to respond to violent incidents.

- Recognizing workplace violence
 - Why / who / types / warning signs
- Preventing workplace violence
 - Fostering positive interactions
- Assessing and responding to workplace violence
 - Dynamic decision-making in practice

About ProActive ReSolutions

As pioneers and leaders in building and maintaining high performing teams, ProActive ReSolutions has been providing consulting and training solutions to global clients across multiple sectors since 2000.

ProActive's consulting and training solutions are structured around standardised, evidence-based research. Our integrated solutions philosophy allows us to customize our consulting and training solutions to suit your specific needs.

