Course Title: Aggressive Behaviour (7208)	
Duration: 1 Day	**Certification: LASNTG Certification**
Expiry Period: N/A	**Award: Attendance Certificate**

Aim of Programme:
The aim of this programme is to provide the basic skills and knowledge to meet the training needs of Local Authority personnel (Litter / Community Wardens, Environmental Officers, Administrative Staff, staff who interface with the service seeking public Engineers & Administrative staff) and others who may encounter "Difficult and Aggressive Behaviours" in the workplace.

Target Learner:
It is desirable that the learner has worked in, or is familiar with working in a customer orientated role and specifically in a role that may require them to deal with potentially difficult circumstances and situations or aggressive behaviour.

Learning Outcomes:
On completion of this programme, the learner will be able to:
- Define difficult and aggressive behaviour and workplace violence.
- Accurately identify signs of rising anger levels and demonstrate knowledge of de-escalation techniques.
- Correctly identify phases of an incident and the techniques needed for de-escalation.
- Correctly identify provocative behaviour and adequately manage provocative situations.
- Demonstrate an in-depth knowledge of conflict management, of the skills of an effective negotiator and of the tactics to use in different types of conflict.
- Understand how to respond in the aftermath of an incident and understand how to correctly complete an incident report.

Assessment:
There are current no assessments required to complete the course.

Entry requirements:
- Applicants must be able to demonstrate a level of knowledge, skill and competence associated with Level 4 of the NFQ.

Enquiries and Booking:
Please contact your local Regional Training Centre:
- Ballincollig: brtc@corkcoco.ie
- Ballycoolin: ballycoolintraining@fingal.ie
- Castlebar: crtc@mayococo.ie
- Roscrea: roscreartc@tipperarycoco.ie
- Stranorlar: stranorlarrtc@donegalcoco.ie

See www.lasntg.ie for further details

For more information please contact the Local Authority Services National Training Group.

T: 052 616 6260 | E: lasntg@tipperarycoco.ie | W: www.lasntg.ie