



PREFERRED TRAINING
NETWORKS



DEFUSING **AGGRESSION** TECHNIQUES

"When facing aggression, it's easy to be startled and destabilised – Discover how to remain calm and level-headed in aggressive situations"

When facing aggression, it's easy to be startled and destabilised. In the turmoil your thinking is impacted. Your body will also be going through a physiological reaction. Adrenaline and cortisol levels will surge, and your *fight, flight, freeze* and *fawn* response options will be pulsing through. Discover proven techniques to get the best outcome for you. The most important thing is that you exit the situation safe and unharmed. The A.D.E.F. (Attention, Defuse, Evaluate, Forego) framework is easy to use and recall when facing aggression. The course ends with "The 5 Foregoing Temptations" to resist when facing aggression.

Key Course Content:

- Understand the physiological responses when facing aggression
- Discover the impact on your decision making
- Learn how to control emotions and reactions in difficult situations
- Proven defusing aggression techniques
- Aggression differences
- Discussion of the 3 things you should never do when facing aggression
- Discuss the A.D.E.F framework
- Spotting exits
- Empathy phrases
- Unaggressive body language
- The 5 Foregoing Temptations
- Exiting safely and getting home #1 Priority
- Action plans



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated ½ day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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