

MEDICAL SERVICES

PROVIDED ON BEHALF OF THE DEPARTMENT FOR WORK AND PENSIONS

Training & Development

Dealing with Aggressive and Potentially Violent Behaviour Self-Directed Learning

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Foreword

This training has been produced as part of a Continuing Medical Education programme for Health Care Professionals approved by the Department for Work and Pensions Chief Medical Adviser to carry out assessments.

All Health Care Professionals undertaking medical assessments must be Registered Nurses or Registered Medical Practitioners who in addition, have undergone training in disability assessment medicine. The training includes theory training in a classroom setting, supervised practical training, and a demonstration of understanding as assessed by quality audit.

This training must be read with the understanding that, as experienced Health Care Professionals and disability analysts, the Health Care Professionals will have detailed knowledge of the principles and practice of relevant diagnostic techniques, and therefore such information is not contained in this training module.

In addition, the training module is not a stand-alone document, and forms only a part of the training and written documentation that a Health Care Professional receives. As disability assessment is a practical occupation, much of the guidance also involves verbal information and coaching.

Thus, although the training module may be of interest to non-medical readers, it must be remembered that some of the information may not be readily understood without background medical knowledge and an awareness of the other training given to Health Care Professionals.

Office of the Chief Medical Adviser

25th January 2008

Document control

Superseded documents

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Introduction

An Introduction to your Learning Path

Welcome to the learning pack on Dealing with Aggressive and Potentially Violent Behaviour.

The Learning Pack will take you approximately three hours to complete which can be done in one go or at smaller separate 'sittings'. It is important that you complete learning activities in the order they are given; by doing so you will reflect, consolidate and build on your learning throughout.

A Guide to using this Pack

The following symbols are used to assist you in completing the learning activities included in this pack:



Indicates a time for reading



Indicates you should record / write your reviews and comments



Advises you of the materials that are provided and/or needed.



Suggests the approximate time needed to complete any particular learning activity

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Learning Pack Objectives

Through completion of this learning pack you should:

- ☐ Understand the organisation's procedures for recognising potentially violent persons
- ☐ Understand the procedures to follow in the event of an aggressive/violent incident, including reporting procedures
- ☐ Recognise types of behaviour and the triggers for aggressive behaviour
- ☐ Be aware of techniques / strategies for effectively handling aggressive/violent behaviour

1. Section One – Policy and Procedures

Welcome to the first section of your Learning Pack which concentrates on the Policy and Procedures for dealing with aggressive and violent behaviour.

Objectives

By the end of this section you will:

- ☐ Understand the organisation's procedures for recognising potentially violent persons
- ☐ Understand the procedures to follow in the event of an aggressive/violent incident, including reporting procedures



Materials

You will need to obtain the following materials to assist your learning:

- ☐ 'Potentially Violent Persons Procedure' (MED-PVPP01)



Duration

The learning activities during this section should take approximately 90 minutes to complete.

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Policy and Procedures

Medical Services has a responsibility to provide information and training to ensure the health and safety of its employees. Medical Services takes this responsibility very seriously and has ensured that a robust procedure aimed at reducing the risk of aggressive and/or violent behaviour has been adopted.

We also work closely with our customers (Department for Work and Pensions, DWP) exchanging information on potentially violent (PV) clients in order to minimise the risks to both you and DWP staff.

Dealing effectively with aggressive and/or potentially violent people is also an important element of achieving customer satisfaction and avoiding complaints.

You should have obtained a copy of the organisation's policy and procedures document 'Potentially Violent Persons Procedure (MED-PVPP01).

You should take time now to review this document and complete the self-assessment exercise on pages 8 and 9 of this pack. It is important that you give sufficient time to reading and understanding the content of the procedures document prior to attempting the questions.

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Policy and Procedure Self Assessment Exercise



Having reviewed the document 'Potentially Violent Persons Procedure' (MED-PVPP01) you should now answer the following questions. If possible do this without referring to the text.

Q1 Who is a Potentially Violent Person?

A1

Q2 Who is responsible for making sure that all individuals who have contact with the public are aware of the dangers in dealing with Potentially Violent Persons?

A2

Q3 If an incident occurs, the initial responsibility for dealing with the Potentially Violent Person rests with whom?

A3

Q4 What form should you complete to inform about an incident involving a Potentially Violent Person?

A4

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Q5 What form will the Site Manager use to report an incident to the customer business unit?

A5

Q6 If you communicate with a known Potentially Violent Person, either face to face, by telephone or letter, what form should you complete and why?

A6

Q7 There are five key actions / considerations that you should complete if you are going to visit a potentially violent person - what are they?

A7

The answers to the above questions can be found in section four. You should check your own answers against these; if you have any wrong answers please revisit the relevant part(s) of the procedure document to clarify your understanding.

2. Section Two – Behaviour Types

The second section of your learning pack focuses on types of behaviour and triggers for aggressive behaviour.

Objectives

By the end of this section you will:

- ☐ Recognise types of behaviour and the triggers for aggressive behaviour



Materials

The following material is included in this pack to assist your learning:

- Information on 'Types of Behaviour'



Duration

The learning activities during this section should take approximately 40 minutes to complete.

Types of Behaviour



There is a wealth of information available on types of behaviour; learning about them not only gives us information on which to base our views of others but should also increase our own self-awareness. It is not simply a matter of how do we feel when others behave in a certain way but it is also important to recognise that others will be affected by the way in which we behave.

Defining Behaviour

Non Assertive (Passive) Behaviour

1. Behaviour that includes:
2. Failing to stand up for your rights or doing so in such a way that people can disregard them
3. Expressing your needs, wants, opinions, feelings or beliefs in apologetic, diffident or self-effacing ways
4. Failing to express your needs, wants, opinions, feelings or beliefs

Aggressive Behaviour

Behaviour that involves:

1. Standing up for your own rights, but doing so in such a way that you violate the rights of others
2. Ignoring or dismissing the needs, wants, opinions, feelings or beliefs of others
3. Expressing your own needs, wants, etc inappropriately, e.g., 'What! I'm up to my eyes in it already. I can't do that as well'

Assertive Behaviour

Behaviour that includes:

1. Standing up for your own rights without violating the rights of others
2. Expressing your needs, wants, opinions, feelings and beliefs in a direct, honest and appropriate way

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The Effects of Behaviour

The Effects of Non-Assertion - Initial

Initially, non-assertive behaviour can have a positive effect. We have avoided an argument or upsetting the other person and are relieved at the outcome.

Other people may feel sorry for us and we may feel a little sorry for ourselves (which we actually like doing!). All this helps to reinforce the non-assertive behaviour.

The Effects of Non-Assertion - Long-term

However, long-term non-assertive behaviour will inevitably lead to a loss of self-esteem.

We may feel angry or hurt and wallow in self-pity; there may be outbursts of aggression followed by remorse, and there will be increased stress and possible health problems. The loss of self esteem will also mean that it is more difficult for us to act in an assertive way as we begin to feel that others are better than us and have more rights than we do.

The long term effects on others are also negative; colleagues eventually stop feeling sorry for us and begin to feel annoyed and irritated. This will lead to them not respecting us and they may avoid us altogether rather than be faced with the self-pity. Some people may use the non-assertive behaviour as a signal that we can be taken advantage of.

The Effects of Aggression - Initial

Initially aggressive behaviour can also have a positive effect. We have had our say and cleared the air; we may have won or got what we wanted and this may give us a good feeling. We may feel a sense of power and other people may admire our outspokenness and say so.

The Effects of Aggression - Long-term

However, in the longer term aggression is negative; we may feel guilt or shame and become very apologetic and over-helpful. This will lead to us behaving in a non-assertive manner in order to 'make up' for our aggression in the past.

On the other hand, we may stay in the aggressive stance and become drained of energy, as we have to maintain a constant state of alert in case someone tries to get his or her own back. Very long term this can lead to mistrust and even hatred and we will isolate ourselves more and more.

Long term effects on others are also negative. People may feel angry or hurt and retaliate openly; worse still there may be covert retaliation such as withholding vital information, not passing on messages, passing misinformation etc. People will often take fewer risks and decisions around an aggressive person, as they fear the consequences of mistakes.

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The Effects of Assertion - Initial

Initially assertive behaviour can have a positive effect. Both parties have aired their feelings without hurting or upsetting each other.

The Effects of Assertion - Long-term

In the longer term assertion is also positive, as we will be able to maintain a sense of self-esteem and control. Others will begin to recognise the benefits for themselves of dealing with an assertive person and will start to mirror your assertive behaviour.

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How You Come To Be Non-Assertive or Aggressive

Positive Reinforcement

Often non-assertive behaviour is positively reinforced since it has resulted in your avoiding conflict or upsetting others. In the case of aggressive behaviour, you may have got your way and feel a sense of power.

Others around you may also praise you for standing up for yourself.

Organisational Culture

Some organisations encourage non-assertive or aggressive behaviour through a climate that discourages questioning or trying out new ideas or by promoting aggressive managers.

Fear of Unpleasant Consequences for Assertion

Fear of what might happen if you behave in an assertive way, e.g. anxiety about causing an argument or upsetting a friend, may cause you to be non-assertive. This is a common reason for people behaving non-assertively, and anxiety will diminish only after you start behaving assertively and have not experienced unpleasant consequences.

Perceiving Situations or Other People as Threatening

If you are unsure of your ability you may wish to avoid drawing attention to yourself. You will then keep a low profile and avoid certain situations or certain people, or if you cannot avoid them totally, side step them as much as possible.

Often when we feel threatened we react in an aggressive way, in order to protect ourselves. Sometimes the threat is real, but often it is our perception of what will happen that makes us brace ourselves and get into an aggressive mode.

Failing to Accept Your Assertive Rights

If you do not realise or fully accept that you have certain rights, you will not stand up for these rights and become non-assertive.

Failing to Think Rationally about Yourself

This often comes about when you start to compare yourself unfavourably to other people, e.g. 'I'll never be as good as Tony at getting my ideas across.' This may or may not be true, but it will lead to you putting ideas across tentatively and to withdraw them at the first sign of resistance. This type of thinking can eventually lead to a negative self-image and will maintain your non-assertion.

Sometimes, the comparison with others will lead you to feel jealousy or resentment against others, which in turn can lead to aggressive behaviour. At other times the comparisons you make will be exaggerated in your favour, leading you to boast to other people.

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Confusing Assertion with Aggression

If you are used to an environment where non-assertion is common, you will be likely to see any firm statement of assertion from others as aggression. Because you do not want to be seen as aggressive, you bend over backwards to make sure that this does not happen.

Your Beliefs about Aggression

If you believe that the only way to get results is to be aggressive and you want to get results, then you will behave aggressively. Such a belief stems from seeing the world as a hostile place, in which the only way to survive is to 'get them before they get you.'

It is a self-fulfilling prophecy that if you treat people aggressively, then they are likely to be aggressive in return. In addition, you may see non-assertion as the only alternative to aggression and so ignore the option of behaving assertively.

Failing to Develop Assertive Skills

If you have been encouraged or rewarded from early days for behaving non-assertively or aggressively, then this is the behaviour you become skilled in using. As you only use assertive behaviour in 'safe' situations, you do not become skilled at such things as stating your own point of view when it is different from other peoples'. The result is that your behaviour pattern will contain a lot of non-assertion and there maybe bursts of aggression when the tension resulting from this non-assertion becomes too much.

When you have been non-assertive about something for a period of time, frustration, hurt, or anger can build up until you are not prepared to stand it any longer. It is often the straw that breaks the camel's back, and other people can be quite taken aback by your sudden outburst.

Equating Non-Assertion with Politeness

You have probably been brought up to be polite and considerate to others. The mistake many people make is to believe that in order to be polite you need to be non-assertive. It is both polite and assertive to thank people or to apologise for something. It is however non-assertive to apologise profusely for your own opinion or for needing someone to help with some work.

Confusing Non-Assertion with Helpfulness

You may believe that when you are non-assertive you are actually being helpful to the other person. In fact, the reverse may well be true. For example, if during an examination/interview you ask questions in a non-assertive way the purpose of them may be vague and unclear to the claimant. You may believe that you are being helpful by not asking an assertive/direct question or probing answers but this can lead to vague and less valuable information being given by the claimant. He/she may interpret your non-assertive approach as a lack of interest and may eventually become irritated.

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Summary of Verbal Aspects of Behaviour

NON-ASSERTIVE	ASSERTIVE	AGGRESSIVE
Long rambling	Statements that are clear and to the point	Excess of "I" statements
Fill in words "maybe"	"I" statements, "I'd like"	Boastfulness "My"
Apologetic and permission seeking "I should", "I ought"	Suggestions not weighted with advice	Threatening questions
Few "I" statements (often qualified)	No 'shoulds' or 'oughts'	Requests as instructions or threats
Phrases that dismiss own needs, "not important really"	Constructive criticism without blame or assumptions	Heavily weighted advice in the form of "should" and "ought"
Self put downs, "I'm hopeless"	Questions to find out the thoughts, opinions and wants of others	Blame put on others
	Ways for getting round problems	Assumptions, sarcasm and other put downs
Sometimes wobbly	Steady and firm	Very firm
Tone may be sing-song	Tone is middle range	Tone is sarcastic, sometimes cold
Often dull and monotone	Sincere and clear	Hard and sharp
Quiet, often drops away at the end	Not over-loud or quiet	Often shouting, rises at the end
Hesitant and filled with pauses	Fluent, few hesitations	Fluent, few hesitations
Sometimes jerks from fast to slow	Emphasises key words	Often abrupt
Throat clearing frequently	Steady, even pace	Blames others

Whilst not all the criteria outlined above under the heading 'assertive' will be present in every case, it is important to ensure that your manner and tone are based on these criteria. This helps you present a confident approach to the examination and interview. A non-assertive or aggressive approach can give the impression of uncertainty and a lack of experience and/or knowledge.

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Summary of Non-Verbal Aspects of Behaviour

	NON-ASSERTIVE	ASSERTIVE	AGGRESSIVE
FACIAL EXPRESSION	"Ghost" smiles when expressing anger and being criticised Eyebrows raised in anticipation Quick changing features	Smiles when pleased, frowns when angry otherwise "open" Features steady Jaw relaxed but not loose	Smile may become "wry" Scowls when angry Eyebrows raised in amazement or disbelief Jaw set firm Chin thrust forward
EYE CONTACT	Evasive Looking down	Firm but not a stare	Tries to stare down and dominate
BODY MOVEMENTS	Hand wringing Hunched shoulders Nervous movements which detract Arms crossed for protection	Open hand movements Sits upright and relaxed Stands with head held up	Finger pointing Fist thumping Stands upright, head in the air Strides around Arms crossed - unapproachable

Whilst not all the criteria outlined above under the heading 'assertive' will be present in every case, it is important to ensure that your non-verbal communication is based on these criteria. This helps you present a confident approach to the examination and interview.

A non-assertive or aggressive approach can give the impression of uncertainty and a lack of experience and/or knowledge.

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Triggers for Aggressive Behaviour

Earlier you will have read about the generic reasons why people behave in an aggressive way. Obviously you are meeting claimants in what may be a stressful situation for them and the following outlines some of the specific factors that could affect how they behave:

- ☐ They feel their benefits are under threat or that the incapacity / disability is under question or not believed i.e. they think their integrity or honesty is in question
- ☐ They are fearful of what the examination entails or are suspicious of Medical Services and our role
- ☐ They are ill, tired, under stress or frustrated
- ☐ They feel like victims; powerless in their situation
- ☐ They have not had their expectations met
- ☐ They were already upset with someone else or about something else
- ☐ They do not feel listened to - or that no-one will listen unless they shout or make a scene
- ☐ They are out to prove they are right, whether they are or not
- ☐ They have had conflicting stories/versions of events from different members of staff/Health Care Professionals
- ☐ They have acted on things they were told by members of staff and these were wrong
- ☐ They have already experienced an unpleasant attitude or indifferent, rude or discourteous behaviour from someone in Medical Services
- ☐ They believe someone in Medical Services promised something that was not delivered
- ☐ They feel they can manipulate you to get what they want if they make a fuss
- ☐ They made a wrong assumption about what Medical Services could do for them
- ☐ They are embarrassed about doing something incorrectly
- ☐ They are under the influence of drink or drugs

Types of Behaviour Self Assessment Exercise



Having read the information on 'Types of Behaviour' you should now answer the following questions. If possible do this without referring to the text.

Q1 Is standing up for your own rights, but doing so in such a way that you violate the rights of others, aggressive or assertive behaviour?

A1

Q2 Fill in the missing words:

A2 Assertive behaviour includes expressing your needs, wants, _____, feelings and _____ in a direct, _____ and appropriate way.

Q3 Can non-assertive behaviour have a positive effect?

A3

Q4 Which type of behaviour can have a positive effect both in the short and long term?

A4

The answers to the above questions can be found in section four. You should check your own answers against these; if you have any wrong answers please revisit the relevant part(s) of section two of this learning pack to clarify your understanding.

3. Section Three - Techniques and Strategies for Dealing with Aggressive Behaviour

The third section of your learning pack looks at the techniques and strategies for dealing with aggressive behaviour

Objectives

By the end of this section you will:

- ☐ Be aware of techniques / strategies for effectively handling aggressive / violent behaviour



Materials

The following material is included in this folder to assist your learning:

- ☐ Information on the techniques for handling aggressive behaviour



Duration

The learning activities during this section should take approximately 30 minutes to complete.



Effectively Handling Aggressive Behaviour

Types of Assertion

We identified earlier that assertive behaviour involves:

Standing up for your own rights without violating the rights of others

Expressing your needs, wants, opinions, feelings and beliefs in a direct, honest and appropriate way. This includes offering an apology where appropriate, which can be very valuable in maintaining an assertive interaction.

We also established that this in turn means we will be able to maintain a sense of self-esteem and control; it is therefore key in effectively handling the aggressive behaviour of others.

We all find that we can be assertive in some situations whilst in others this is less easy. This is because our repertoire of assertive behaviour is very often limited. There are different types of assertion, and the ability to use all types will give far more scope to deal with a wider range of situations.

There are 6 main types of assertion

BASIC

EMPATHETIC

DISCREPANCY

NEGATIVE FEELINGS

CONSEQUENCE

RESPONSIVE

Basic Assertion

This is a straightforward statement where you stand up for your rights. It involves making clear your needs, wants, beliefs, opinions or feelings.

For example:

"Yes Mr... your appointment was scheduled for 10.00am"

"I need to write down the details of your medical condition because the Decision Maker has requested this report"

Basic assertion is the most common form of assertion used every day to make your needs, wants and opinions known. In addition, you use it to give praise, compliments, information or facts to others. It is particularly appropriate to use it when you are raising an issue for the first time. You can also use it to re-emphasise your needs, when you feel your initial statement has been ignored or played down.

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Empathetic Assertion

This assertion contains an element of empathy as well as a statement of your needs or wants. By empathy we mean the ability to put yours

If in the other person's position and recognise their feelings, needs and wants. For example:

"I appreciate that you are finding some of the questions difficult however it is important that you answer them as fully as you can. I will help you by taking you through the routine of a typical day and in that way we will provide a full report for the Decision Maker."

Empathy is different to sympathy. Sympathy involves feeling sorry for someone and leaves people where they are - feeling sorry for themselves.

Empathetic assertion can be used when the other person is engrossed in a situation and you wish to indicate that you are aware of and sensitive to this situation. This enables the other person to realise that you are not dismissing them. It is an essential ingredient in resolving conflicts where people behave aggressively.

It is also useful in holding you back from over reacting with aggression since you must give yourself time to imagine the other person's position, and so automatically slow down your responses.

Discrepancy Assertion

By this we mean pointing out the discrepancy between what has previously been agreed and what is actually happening or about to happen. It often concludes with a statement of your needs or wants. For example:

"Originally I thought that you had agreed to a physical examination but now that we have finished the interview you are saying you do not want to be examined is that correct?"

Discrepancy assertion is a useful starting point when you suspect there is a contradiction between what has been agreed and what is happening or about to happen. It helps to establish whether there is really a contradiction or whether there has just been a misunderstanding. It helps you and the other person to clarify and agree the way forward without conflict.

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Negative Feelings Assertion

Here you are making a statement that draws the attention of another person to the undesirable effect their behaviour is having on you. It can contain the following elements, not necessarily in this order:

1. When.....(an objective description of other's behaviour)
2. The effects are.....(how the behaviour specifically effects you)
3. I feel.....(a description of your feelings)
4. I'd like.....(a statement of what you want or prefer)

For example:

"WHEN you shout at me in this way, IT MEANS that I'm not able to help you. I FEEL concerned about this, so I'D LIKE you to lower your voice and speak calmly with me.

Negative feelings assertion can be used when a person is still ignoring your rights in spite of your having raised the issue on previous occasions. It allows you to state your case objectively rather than in an emotional outburst.

Consequence Assertion

This informs the other person of the future consequences for them of not changing their behaviour. It also includes the chance to change the behaviour before the consequence occurs.

For example:

"If you continue to shout in a threatening manner, I'll be left with no option other than bring this appointment to an end. I'd prefer not to have to do that but I'll be left with no alternative."

This is the strongest form of assertion and is a last resort behaviour, to be used sparingly and only when all other types have failed. It is easy for consequence assertion to be seen as aggressive and in order to avoid this you must ensure that the words themselves are factual rather than emotional or personal. You should be aware of your non-verbal behaviour and remain in an assertive stance rather than an aggressive one.

Obviously if the unwanted behaviour continues you must take the action your previously outlined and inform the other person that you intend to do this.

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Responsive Assertion

The emphasis with this type of assertion is upon finding out where other people stand - their needs, wants, opinions, and feelings. This is often done by asking questions but can also be done by statements making it clear you would like to hear from them. For example:

"You say that you are not happy to discuss your medical condition with me, however your carer is prepared to help you with this - is that acceptable to you?"

"What problems does that create for you?"

"I'd like you to say what activities you do during an average day."

Responsive assertion is the vehicle for checking that in standing up for your own rights you are not violating the rights of others. It can be very useful when others are behaving non-assertively.

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Additional Key Points

It's not always easy when feeling 'threatened' to identify and use effectively the right sort of assertion - this comes with experience. However the more you use assertive techniques in everyday interactions the more familiar you will become with them and thereby the more likely you are to be able to use them in more difficult situations.

The following are additional points you should take into consideration to help you recognise, prevent and deal effectively with aggressive behaviour:

Your Feelings

- ☐ Your feeling of fear is a better indicator of something threatening than looking for signs of anxiety in others
- ☐ Fear is information for you to use. Therefore if the hair stands on end at the back of your neck, stop and assess. It may just be a natural reaction to change or the unknown

Your Actions

- ☐ Do not respond to aggression with aggression
- ☐ Stay calm; speak slowly and clearly. Do not argue or be enticed into further argument
- ☐ Do not hide behind your authority, status or jargon. Inform the customer who you are, ask his/her name and discuss what you need / would like him or her to do
- ☐ Try to talk things through adult to adult in order to defuse the situation, but remember your first duty is to yourself
- ☐ Avoid an aggressive stance: crossed arms, hands on hips, a wagging finger or raised arm will challenge and confront
- ☐ Never put a hand on someone who is angry, they may see this as threatening

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Safety First

Finally it is important that you maintain your safety

- ☐ When you feel frightened ask yourself:
 - Is this person's anger/hostility directed at me, the organisation, themselves, or is it a form of distress?
 - Am I in danger? If you think you are, leave and get help immediately
 - Am I the best person to deal with the threat? If you find particular situations difficult, perhaps someone else could handle it more effectively. This is a positive step / decision
- ☐ Never underestimate the threat
- ☐ Keep a safe distance from your aggressor
- ☐ If the threat of violence is imminent, avoid potentially dangerous locations such as the top of stairs, restricted spaces or places where there is equipment which could be picked up and used as a weapon
- ☐ Keep your eye on potential escape routes. Keep yourself between the aggressor and the door and if possible behind a barrier such as a desk or table
- ☐ Be mindful of Health and Safety matters. Arrangement of furniture in the examination room should leave you with a clear pathway from your desk and seat to the door. Avoid seating the claimant in the exit path
- ☐ Never turn your back. If you are leaving move gradually backwards
- ☐ Never remain alone with an actively violent person. Be prepared to move very quickly if necessary
- ☐ Do not have objects that could be used as tools of aggression within reach of an aggressive person e.g. pens, letter openers, hot drinks
- ☐ Do not visit a known potentially violent person unless accompanied by another member of staff

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Self Reflection

Having reached this part of your pack, take time now to reflect on a previous difficult and/or threatening situation that you have faced. Record your thoughts below.

Describe the situation

What warnings did you receive that the situation was going to be or become difficult and/or threatening?

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How did you react?

What was the outcome?

What would you do differently if you faced a similar situation?

Effectively Handling Aggressive Behaviour Self Assessment Exercise



Having read the information on 'Effectively Handling Aggressive Behaviour' you should now answer the following questions. If possible do this without referring to the text.

Q1 List the six main types of assertion

A1

Q2 True or False?

Sympathy is described as 'putting yourself in the other person's position and recognising their feelings, needs and wants

A2

Q3 Negative Feelings assertion contains four main elements, what are they?

A3

Q4 Which type of assertion is considered the strongest?

A4

The answers to the above questions can be found in section four. You should check your own answers against these; if you have any wrong answers please revisit the relevant part(s) of section three of this learning pack to clarify your understanding.

4. Section Four – Self Assessment Exercise Answers

The fourth section of your Learning Pack provides answers to the various self-assessment exercises you have completed in previous sections.

Objectives

By the end of this section you will:

- ☐ Have compared your own self-assessment exercise answers to the ideal
- ☐ Identified any areas of the Learning Pack that you should revisit for clarification



Materials

The following material is included in this folder to assist your learning:

- ☐ Self-Assessment Exercise Answers

Policy and Procedure Self Assessment Exercise - Answers

Q1 Who is a Potentially Violent Person?

A1

[REDACTED]

Q2 Who is responsible for making sure that all individuals who have contact with the public are aware of the dangers in dealing with Potentially Violent Persons?

A2

[REDACTED]

Q3 If an incident occurs, the initial responsibility for dealing with the Potentially Violent Person rests with who?

A3

[REDACTED]

Q4 What form should you complete to inform the Team Leader of an incident involving a Potentially Violent Person?

A4

[REDACTED]

Q5 What form will the Site Manager use to report an incident to the customer business unit?

A5

[REDACTED]

Q6 If you communicate with a known Potentially Violent Person, either face to face, by telephone or letter, what form should you complete and why?

A6

[REDACTED]

[REDACTED]

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Q7 There are five key actions / considerations that you should complete if you are going to visit a potentially violent person - what are they?

A7

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Types of Behaviour Self Assessment Exercise - Answers

Q1 Is standing up for your own rights, but doing so in such a way that you violate the rights of others, aggressive or assertive behaviour?

Aggressive

Q2 Fill in the missing words:

Aggressive behaviour is often a result of a lack of assertive skills.

Assertive behaviour is often a result of a lack of assertive skills.

Q3 Can non-assertive behaviour have a positive effect?

No

Q4 Which type of behaviour can have a positive effect both in the short and long term?

Assertive

Effectively Handling Aggressive Behaviour Self Assessment Exercise - Answers

Q1 List the six main types of assertion

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Q2 True or False?

Sympathy is described as 'putting yourself in the other person's position and recognising their feelings, needs and wants'

[REDACTED]

Q3 Negative Feelings assertion contains four main elements, what are they?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Q4 Which type of assertion is considered the strongest?

[REDACTED]

5. Section Five – MCQ Final Assessment Exercise

Welcome to the fifth and final section of your Learning Pack. This section includes a multiple choice assessment exercise which you should complete and forward to your local Training and Support Manager at your local Medical Service Centre (MSC)

As this exercise is 'open book' it is anticipated that you will achieve 100% correct answers. If you should get any incorrect answers your Training and Support Manager will advise you so that you can complete a second attempt.

Objectives

By the end of this section you will:

- ☐ Have completed the multiple choice assessment exercise



Materials

The following materials are included in this folder to assist your learning:

- ☐ Self-Assessment Exercise Answers



Duration

The activities in this section should take approximately 15 minutes to complete.

MCQ Dealing with Aggressive and Potentially Violent Behaviour

Instructions:

This is a multiple-choice questionnaire, which means you are asked a series of questions and given a choice of possible answers for each. Only one answer is correct in each case.

You should attempt all questions, tick the answer you believe to be correct and return your completed MCQ to your local MSC.

Name (Please Print):	Date:
Signature:	Base (MSC):

Question		Possible Answers		Tick box
1	Which type of behaviour includes an open, relaxed posture in its non-verbal aspects?	A	Passive	
		B	Aggressive	
		C	Assertive	
2	Who can designate a member of the public as a Potentially Violent Person?	A	The Customer Business Unit(s)	
		B	Any member of Medical Services' staff	
		C	A Medical Services' Site Manager	

Medical Services

Question		Possible Answers		Tick box
3	Who would complete form IF3 following an incident?	A	A Medical Services' Site Manager	
		B	A witness	
		C	The claimant	
4	Which type of assertion is useful when you suspect there is a contradiction between what has been agreed and what is happening or about to happen?	A	Consequence	
		B	Basic	
		C	Discrepancy	
5	How does the customer business unit indicate on a claimant's referral documents if he/she is a Potentially Violent Person?	A	A yellow circle	
		B	A red chequered square	
		C	A green square	
6	Which type of behaviour includes 'shoulds' and/or 'oughts' in its verbal aspects	A	Aggressive	
		B	Assertive	
		C	Passive	
7	If you are asked to visit a potentially violent person where a full account of the incident that led to the person being classified as potentially violent is not included in the file you should:	A	Complete the visit and report the lack of information afterwards	
		B	Do not complete the visit and return the file to the Administration section	
		C	Complete the visit making sure you take another individual with you	

Observation form

Please photocopy this page and use it for any comments and observations on this document, its contents, or layout, or your experience of using it. If you are aware of other standards to which this document should refer, or a better standard, you are requested to indicate this on the form. Your comments will be taken into account at the next scheduled review.

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