

THE COUNTER-INTUITIVE APPROACH TO COMMUNICATING WHEN OUTCOMES ARE CRITICAL

“Facing aggression is like being exposed to the elements.”

De-escalating Aggressive Behaviours

Program Overview

Some workplaces and environments are inherently at greater risk and workers' by virtue of their role are exposed to higher levels of aggression and violence. Navigating these elements can be quite challenging without a safe, proven and effective approach.

When your job role involves following through with what may be perceived by the customer or members of the public as inadequacies in the provision of service or unwelcome decision or action, then skills in acting safely and communicating well become a priority.

Unlike generic communication skills and conflict resolution courses, this program has been developed specifically for the higher risk work environments, employing a range of emotional and behavioural intelligence competencies.

These environments attract an increased risk of threats to personal safety, incidents escalating, high degrees of volatility, increased levels of aggression or violence, customer or public criticism or complaint, and increased resistance.

The potential exists for negative public perceptions to be reinforced if a situation is not managed exceptionally well, together with a range of negative personal and professional impacts that may continue to adversely affect staff, their colleagues and the organisations they represent.

CARM's award winning programs provide a decision making process informed by risk to help people in these roles manage aggressive behaviours safely. The programs provide a unique counter-intuitive approach to thinking and communicating which recognises that emotions are central to internal thinking and external behaviour.

We have achieved outstanding results and wide recognition for the unique skill sets that we impart to our participants. These skills focus on both de-escalating aggression and influencing the outcomes positively. As a result staff are empowered to feel confident in themselves and their ability as well as justified and reassured in the validity of their actions.



Key Learning & Development Areas

→ Assess Risk

Participants identify specific and contextualised issues or challenges where aggression or violence has been presented in their workplace and work through a process of risk appraisal in connection with these issues.

Our risk based approach provides them a simple yet extremely effective decision making model to guide them in determining the most appropriate safe course of action.

→ Reasons For Aggressive Behaviours

Participants explore reasons and triggers for anger and aggression, identifying how and why these behaviours occur. This includes identifying any associated motives which will ultimately influence and shape the way we need to communicate and respond.



→ De-Escalating The Behaviour

Participants will work through the CARM® 3 step framework for de-escalation creating opportunities to optimise outcomes and mitigate risk.

Key to the application of this 'soft power' communication approach, is a core framework unique to CARM® Training that focuses on 'mindset' and 'intent'.

The CARM® Approach develops skills in navigating through emotional thinking, including the art of deflecting destructive monologue and guiding it towards mutual and respectful communication.

→ Disengaging From The Situation

Disengage is the 'other option' in the CARM® Approach when it is considered unsafe to continue to interact with a customer or other person. Here a range of realistic strategies are discussed that enable participants to increase their level of protection for these higher risk situations.

Participants are familiarised with the concept of 'tactically withdrawing' incorporating why and how to alter their approach to bring back safety whilst still pursuing their outcomes. For those volatile situations that escalate quickly and unpredictably, we focus on the principles of separation and evasion with communication varied to ensure voice, positioning and movement, combine with key phrases to help both prevent a person from initiating an attack or protect against an actual attack that may have begun.

Benefits

- ✓ Reduce the likelihood of aggressive situations escalating
- ✓ Reduce a range of negative impacts and costs that affect customers, staff and the organisation (both human and financial)
- ✓ Reduce fears and stresses associated with these situations – otherwise affecting your wellbeing, your behaviour and your performance
- ✓ Maintain, compliment and re-enforce those skills that have already been developed and proven to be effective in dealing with aggressive situations
- ✓ Improve your capability to maintain positive and rational thinking under stress when subjected to criticism or verbal attack that can inflame your emotions and adversely affect your responses
- ✓ Improve the safety of your actions when managing incidents that can escalate to violence
- ✓ Improve your confidence and capability to communicate well and influence others when in disagreement which can include aggressive and hostile behaviours
- ✓ Improve the professional image and reputation of your organisation with your customers and those they talk with about you.

Who would benefit/ Who should attend

These programs are ideal for staff working in higher risk industries including: Compliance Officers, Rangers, Security and Law

Enforcement, Health Care, Transport and other Government Agencies working in compliance enforcement or regulatory environments.

How are the Programs delivered?

The CARM® Approach to Communicating When Outcomes Are Critical™ Programs can be delivered via a range of formats subject to client needs and required outcomes. These include:

1. **Nationally Accredited Competency Based Face to Face Programs – focused on communication skills**
 - Training, delivery and assessment aligned to Units of Competency for Dealing with Conflict.
Duration: 2 days
2. **Nationally Accredited Competency Based Face to Face Programs – focused on control and restraint techniques**
 - Training, delivery and assessment aligned to Units of Competency for applying physical control and restraint techniques. Can include ‘open hand’ techniques, baton techniques and hand cuffing techniques.
Duration: 1-3 days (subject to inclusions)

A preliminary requirement for this program is completion of the two day competency and assessed program focused on communication skills (described in point 1). These communication competencies form the basis for underpinning knowledge and skills.

3. **Face to Face Professional Development Programs**
 - **Introductory Level**
Introduces all key concepts, principles and techniques relating to CARM® Training’s Approach to De-escalating Aggressive behaviours.
Duration: 1 day
 - **Intermediate Skill Building**
Further develop tactful and tactical communication skills focused on de-escalation.
Duration: 1 day
 - **Advanced Skill Building**
Focused on the development of higher level communication and negotiation skills, the refinement of the application of CARM® principles with progression towards technical mastery.
Duration: 1 or 2 day programs

4. **Self Directed Programs**
 - **Interactive online E-Learning program:** for ‘higher risk’ service environments

Includes online assessment with results tracking. Hosted from the website www.carmtraining.com or your intranet server.
Duration: 4 x 35 minute modules
 - **Own Pace / Own Time Workbooks** enabling staff without access to face to face or online facilities to work through all the fundamental CARM® principles.
5. **In house training accreditation**
CARM® can also train your in-house trainers to deliver our programs under license. Through an RTO partnering agreement with CARM®, your staff can still receive Nationally Recognised qualifications.

Learning & Assessment Formats

- ▶ Theory presentations and discussions
- ▶ Case Studies (work-context specific)
- ▶ Experiential Skills Practice (work-context specific)
- ▶ Formal and informal knowledge testing (for assessment programs)

Recognition

All participants completing CARM® face to face training programs receive a certificate to reward their effort and enable evidence with respect to their level of achievement.

Where participants undergo the Nationally Accredited Competency Based Training, they are awarded a Statement of Attainment aligned

to the appropriate qualification. All participants attending a CARM® training program, whether it be a face to face training program or an on-line e-learning program, will have their details and results captured and recorded in CARM® Training's student database to enable continued evidence of their participation and level of achievement.

“*Getting caught in the habit of reacting to people's negative emotions will narrow your focus and limit your outcomes*”

Further Information

For more comprehensive information about these CARM® Training Courses including detailed course outcomes, learning and assessment methodology and delivery options please phone our toll free number **1300 367 475** or email contact@cartraining.com

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The CARM® Approach

- essential for your customers
- critical to your business