

## Contribute to the prevention and management of abusive and aggressive behaviour

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### Overview

This standard is about contributing to the prevention and management of abusive and aggressive behaviour. It includes seeking to prevent abusive and aggressive behaviour through the development of relationships and environments which are conducive to constructive behaviour.

Abusive and aggressive behaviour may be verbal or non-verbal and be social, physical, sexual or emotional in nature.

#### **There are three elements**

1. Contribute to preventing abusive and aggressive behaviour
2. Deal with incidents of abusive and aggressive behaviour
3. Contribute to reviewing incidents of abusive and aggressive behaviour

#### **Target group**

This standard is applicable to those with responsibility for the prevention and management of abusive and aggressive behaviour.

## Contribute to the prevention and management of abusive and aggressive behaviour

### Performance criteria

You must be able to:

#### **Contribute to preventing abusive and aggressive behaviour**

1. communicate with others using techniques which are appropriate to them, that encourage an open exchange of views and information, and acknowledge the rights of everyone present, and are supportive of those rights
2. maintain an environment which encourages meaningful interactions
3. maintain calmness and safety using actions which minimise any restriction of movement and which do not deny the rights of the individual
4. explain to the individual why you are taking action
5. take action to prevent triggers to abusive or aggressive behaviour occurring and to enable individuals to find alternative ways of expressing their feelings
6. share information in line with organisational procedures when others are at risk of harm

#### **Deal with abusive and aggressive behaviour**

7. take action to minimise identified abusive and aggressive behaviour which is constructive and consistent with any inherent risks, the maintenance of effective working relationships, and conforms to organisational policy and procedures
8. acknowledge opposing interests and take action to address them constructively
9. take action to protect those at whom the abusive and aggressive behaviour is directed, in line with their needs
10. seek assistance and support from others as soon as it is needed to manage the aggressive and abusive behaviour safely
11. promote calm and reassurance through your actions and interactions, and make the need for this clear to all involved
12. manage physically aggressive behaviour using techniques which are consistent with statutory and organisational requirements, and use the safest possible methods for all those concerned
13. maintain records in line with organisational requirements

#### **Contribute to reviewing incidents of abusive and aggressive behaviour**

14. encourage those involved in incidents to contribute to the review
15. explore with everyone involved the reasons for, and consequences of, the abusive and aggressive behaviour with a view to obtaining constructive outcomes
16. make referrals to the appropriate people if specialist help is required
17. make contributions to team discussions about incidents of abusive and

Contribute to the prevention and management of abusive and aggressive behaviour

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aggressive behaviour and organisational practice in dealing with them, that are clear and constructive

18. provide information to others so that issues and needs can be addressed

Contribute to the prevention and management of abusive and aggressive behaviour

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## Knowledge and understanding

You need to know and understand:

### Legislation, policy and good practice

1. legislation and guidelines of effective practice, relating to your work with individuals
2. the role of your organisation and its services, and how they relate to other organisations and services in the sector
3. organisational policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
4. how to apply the principles of equality, diversity and anti-discriminatory practice to your work

### Contribute to the prevention and management of abusive and aggressive behaviour

5. good practice communication techniques relevant to the situation and how to apply them
6. the ways in which people, including children and young people / adults, communicate by behaviour as well as through language and how different forms of behaviour can be interpreted
7. the interpersonal, physical and environmental constraints to effective communication
8. methods of establishing contact which are likely to maximise productive engagement with individuals and minimise unproductive interventions
9. why it is important to offer time, space and support so that everyone involved can express their feelings and examine their behaviour
10. the ways in which feelings of anger and frustration can be displaced from their original source to those in authority and how to deal with this
11. the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this
12. the difference between aggression and assertiveness
13. the possible reasons for different sorts of behaviour occurring, especially those which may be viewed as aggressive or abusive
14. the effects which the worker's own behaviour may have on others
15. the ways in which an individual's culture and gender influence your practice
16. how to manage your own feelings aroused by the incident in a way which recognises your right to have such feelings, and that not all incidents are capable of prevention

Contribute to the prevention and management of abusive and aggressive behaviour

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- 17. how your own experience of aggression and violence may impact on your practice
- 18. the limits of your own role and responsibilities with regard to the prevention and management of abusive and aggressive behaviour

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