
Overview

What is this standard about?

This standard is about assessing and managing the risk of aggressive communication within your organisation.

Who is the standard for?

This standard is for you if you are responsible for assessing and managing the risk of aggressive communication within your organisation.

**Performance
criteria**

- You must be able to:*
- P1 make sure that the organisation's policies include the management of aggressive communication both on-line and face to face
 - P2 make sure that risk assessments carried out identify risks to staff related to aggressive communication
 - P3 make sure that control measures have been implemented to manage the risks identified and are being used
 - P4 make sure that procedures have been implemented to cover the risks to staff related to aggressive communication
 - P5 make sure that procedures are developed in consultation with key staff
 - P6 make sure that systems are in place to review and revise procedures regularly and following incidents
 - P7 make sure that equipment used to manage the risks of aggressive communication is suitable and maintained
 - P8 make sure that systems are in place to record incidents of aggressive communication
 - P9 make sure that records of incidents of aggressive communication are regularly reviewed to identify trends
 - P10 make sure that systems are in place to support workers who have experienced incidents of aggressive communication
 - P11 make sure that communications and customer management equipment is designed to minimise risks of aggressive communication
 - P12 promote a positive and supportive culture within the workplace
 - P13 make sure that all staff receive training to enable them to minimise the risks of aggressive communication

Knowledge and understanding

You need to know and understand:

- K1 what aggressive communication is
- K2 the causes of aggressive communication
- K3 the risks associated with aggressive communication to the individual and the organisation
- K4 how to carry out a risk assessment
- K5 how to control risks
- K6 what a policy/procedures should include
- K7 how to develop effective procedures
- K8 all forms of communication used by the organisation
- K9 acceptable communication methods and styles
- K10 why it is important to log aggressive calls and communication
- K11 what information should/should not be given out by workers and included on, for example, websites and social media sites
- K12 the types of communications equipment used by the organisation
- K13 uses of communications equipment to minimise the risks of aggressive communication
- K14 the potential uses of specialist equipment to minimise risks of aggressive communication
- K15 how to provide advice and support about aggressive communication
- K16 how to record incidents effectively
- K17 why it is important to review records of incidents
- K18 the possible effects of aggressive communication on the individual
- K19 the importance of consulting with relevant staff when developing and reviewing policies and procedures
- K20 how to promote a positive and supportive culture within the workplace
- K21 how to make sure that workers receive effective training
- K22 the legal rights of individuals and organisations in relation to aggressive communication

Glossary

Aggressive communication

Is a style of communication in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others.

Dynamic risk assessment

This is a continuous assessment of the risks faced in a situation as it unfolds to ensure the safest and most effective response is being employed

Equipment

These could include equipment such as pagers, mobile phones, walkie-talkies, panic buttons, public address systems, etc.

Generic risk assessment

Generic risk assessment is:

- an examination of the work and workplace to identify what could cause harm to people (a hazard); and
- an assessment of the chance, high or low, that somebody could be harmed by the hazards identified, together with an indication of how serious the harm could be (the risk).

On the basis of this assessment a decision is made as to what prevention or control measures should be taken to prevent the possibility of harm.

Policy

- A statement which directs the present and future decisions of an organisation.
- It is intended to influence and determine decisions, actions, and other matters.
- Typically, a policy designates a required process or procedure within an organisation.
- They are often initiated because of some external requirement.

Procedures

A series of steps following in a regular definite order that implements a policy.

Risk

A risk is the likelihood of potential harm from that hazard being realised.

The extent of the risk depends on:

- the likelihood of that harm occurring;
- the potential severity of that harm, i.e. of any resultant injury or adverse health effect; and
- the population which might be affected by the hazard, i.e. the number

of people who might be exposed.

Definition taken from: HSE "Management of health and safety at work – Approved Code of Practice & Guidance". Reference L21 (ISBN 0-7176-2488-9)

Work-related violence

The Health and Safety Executive's definition of work-related violence is: 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

Worker

A person performing services for an employer under a contract of service or an apprenticeship. Workers include; outworkers, those employed on a casual basis, in training, work experience and volunteers.

External Links

Health & Safety Executive www.hse.gov.uk

Victim Support www.victimsupport.org

CFAPMVW12

Manage aggressive communication within an organisation

Developed by	Skills CFA
Version number	2.0
Date approved	January 2013
Indicative review date	January 2016
Validity	Current
Status	Original
Originating organisation	Skills CFA
Original URN	CFAPMVW12
Relevant occupations	1135 Personnel, training and industrial relations manager; 3562 Personnel an industrial relations officers; Managers and Senior Officials; Trade Union Representatives and Professionals
Suite	The Prevention and Management of Violence in the Workplace (2013)
Key words	Prevention; Management; Aggressive; Communication; Organisation