

Minimise and deal with aggressive and abusive behaviour

Overview

This NOS is for community wardens and sets out the skills, knowledge and understanding required to prevent or deal with aggressive or abusive behaviour. It is likely that this NOS will be relevant in high risk environments.

This NOS covers the following activities:

- Help to prevent aggressive and abusive behaviour
- Deal with aggressive and abusive behaviour
- Review the causes of incidents

Performance criteria

You must be able to: **Help to prevent aggressive and abusive behaviour**

1. communicate with people in a way that shows respect for them, their property and their rights
2. communicate with people in a way that is appropriate to them as specified in organisational procedures
3. maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour
4. explain in clear terms what your role is and what you have to do
5. plan a realistic way of leaving the situation if there is risk of abusive or aggressive behaviour in line with training you have received
6. minimise own actions or words that could trigger abusive and aggressive behaviour in line with organisational procedures and training you have received

Deal with aggressive and abusive behaviour

7. identify accepted signs that indicate when a situation is leading to aggressive or abusive behaviour
8. remain calm and take constructive action to defuse aggressive and abusive behaviour in line with training you have received, company procedures and your legal responsibilities
9. leave situations in ways that minimise the risk of injury to yourself and others
10. where you are unable to calm the situation down, request assistance promptly as required by organisational procedures

Review the causes of incidents

11. follow organisational procedures to explore the causes of incidents
12. discuss with relevant people whether organisational procedures helped or hindered incidents
13. report accurate information about what has happened to appropriate people without delay, completing documents when necessary
14. make recommendations to relevant people for reducing the risk of further similar incidents

Knowledge and understanding

You need to know and understand: **Legal and organisational requirements**

1. current relevant legislation, regulations, codes of practice and guidelines relating to dealing with aggressive and abusive behaviour
2. organisational procedures for dealing with aggressive or abusive behaviour
3. your responsibilities for dealing with aggressive and abusive behaviour
4. the reports that have to be made and records that have to be kept when someone becomes aggressive or abusive

Aggressive and abusive behaviour

5. the main signs that a situation could lead to aggressive or abusive behaviour and how to recognise them
6. the principles of risk assessment for situations that may trigger abusive or aggressive behaviour
7. the implications for someone displaying aggressive or abusive behaviour

Your behaviour

8. the importance of showing respect for people, their property and their rights, and how to do so
9. gestures, behaviour or language that may show other people that you are being discriminatory or oppressive
10. body language, gestures and position and how to acknowledge other people's personal space
11. types of constructive language, speech and behaviour you can take to defuse rather than ignite situations
12. behaviour that can promote calmness and reassurance
13. the importance of safe exit strategies for leaving a situation if there is physical risk
14. how to break away from physical constraint

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