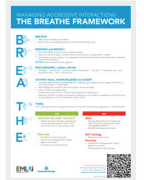


ONGOING EMBEDMENT AND PRACTICE - LEADER COACHING GUIDE

Purpose: These activities are designed to further develop your team members' knowledge, confidence, and skills in handling people behaving aggressively in the workplace. These activities can be done in groups or individually.

Tools required:
BREATHE poster



ACTIVITY DESCRIPTION

TIME REQUIRED

Demonstrate, in small groups, using BREATHE strategies to defuse aggression

- Ask for a volunteer who can act aggressively.
- Carry out a demonstration at a counter/desk or open plan area – wherever aggressive incidents are most likely to occur in your workplace. This will help participants transfer their learning from the eLearning to their actual workspace.

10 mins

Pairs practice BREATHE

- Ask team members to work in pairs to practice using BREATHE i.e., five mins each role play, with one person playing the role of the employee and the other the role of the person behaving aggressively.
- Ask them to choose a real scenario they have encountered, if possible, provided it is not too extreme, as this will make the practice more real.
- The person playing the aggressive stakeholder should provide their partner with a brief description of the aggressive behaviour they will play before moving quickly into BREATHE practice.
- Reinforce that they do not over-do the aggression when playing the role of the aggressive stakeholder.
- After both partners have 'real played', ask both to share feedback on what worked well and what could be done differently.

10 mins

Individual coaching and debriefing

- Both after an incident, and at regular coaching intervals, work with an individual to reflect on the approach, strategies, and behaviours to use with aggressive individuals in the workplace.
- Focus on:
 - What worked well?
 - What did not work so well and what needs to change to make it work better? i.e., their thinking? their behaviour? their emotions? their physical situation/layout so they feel safer, more confident, more supported?

15 mins

Regular re-cap

- Review key points of BREATHE.
- Remind them that they may already have lots of experience dealing with aggressive behaviours and already know and use many of the skills covered in this eLearning module – we have perhaps just called them different names and validated what they already do that works.
- Refer to specific supports and resources available within your organisation such as EAP details and escalation pathways.

10 mins

