



**BREAKAWAY & RESTRAINT**  
**SPECIALISTS**  
**EST. 1992**

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**BRS LTD USES TRAINERS THAT ARE MEMBERS OF THE NATIONAL FEDERATION FOR PERSONAL SAFETY**

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# **TRAIN THE TRAINER BREAKAWAY & RESTRAINT TRAINING**

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## **PMVA/PBM/MOVA**

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# DEALING WITH VIOLENCE & AGGRESSION IN THE WORK PLACE

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## COURSE OBJECTIVES:

- Help prevent assaults
- Help you understand your rights
- Help you feel safer and more confident
- Help you understand what violence and aggression is
- Help you understand what the law says you can and can't do

# THE DEFINITION OF WORKPLACE VIOLENCE

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## THE HEALTH & SAFETY EXECUTIVE:

"ANY INCIDENT WHERE A PERSON IS ABUSED, THREATENED OR ASSAULTED IN CIRCUMSTANCES RELATED TO THEIR WORK."

# INCIDENT REPORTING

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## WHY IS THIS IMPORTANT?

- To identify training needs
- To identify recurring or specific risks
- To identify the extent of the problem
- To facilitate extra resources
- To prevent further incidents
- Legal requirement under the Health and Safety legislation... 'any incident, in which a person is abused, threatened, or assaulted in circumstance relating to their work'



# THE HEALTH AND SAFETY AT WORK ACT 1974 SECTION 2 (1)

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Employers have a legal duty under the Health and Safety at Work Act 1974 "to ensure as far as is reasonably practicable, the health, safety and welfare at work of their employees".

Employers also have a duty where violent incidents are foreseeable "to identify the nature and extent of the risk and to devise measures which provide a safe workplace and a safe system of work".

## RISK ASSESSMENT

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### RISK

- Where are the risks in your role?
- What risk reduction measures are available to you in your company?

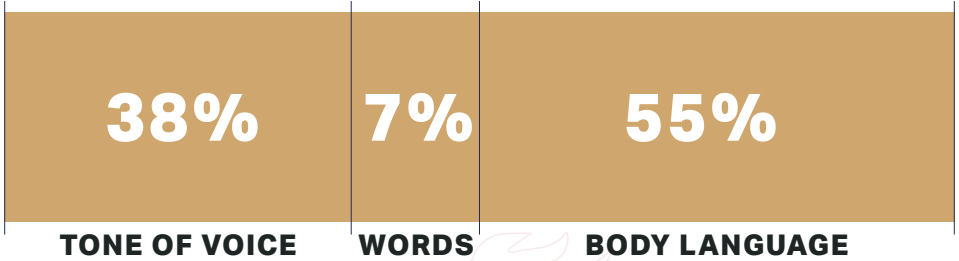
### RISK REDUCTION MEASURES

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- Alarms (intruder, panic, personal)
- CCTV
- Safe areas and/or Access control
- Radios, Paging, Public address systems, Mobile phones
- Policies and Procedures
- Guidance and Training



# COMMUNICATION



## BETARI'S BOX

*How attitude and behaviour are linked*



# ANGER, AGGRESSION & VIOLENCE

## ANGER:

Anger is an **EMOTIONAL STATE** that sometimes leads to aggression.

The **EMOTIONAL STATE** is accompanied by:

- Biological changes such as: Heart thumping, tense muscles, fast breathing, raised blood pressure.
- Behavioral changes: fast and loud speech, movements that tell us the person is on edge, drumming fingers on a table, rocking etc.

- It is the **BEHAVIOURAL** signs that often tell us that someone is angry

## AGGRESSION:

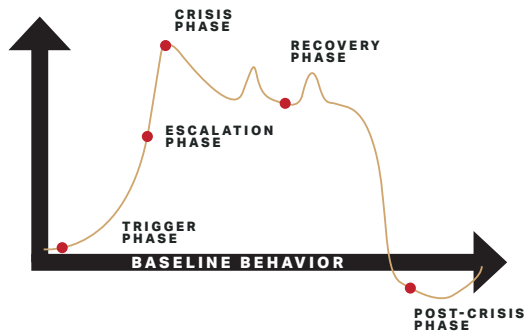
- Is an action or behavior, although it is often associated with an emotion such as anger or frustration
- Is usually intended to hurt someone in some way
- It takes many different forms, verbal or physical, including insults, gestures, slapping, kicking, using weapons etc.

## VIOLENCE:

- The term 'VIOLENCE' is often used when speaking about serious physical attacks.
- Like aggression, it may be directed at objects as well as people.

# ANGER, AGGRESSION & VIOLENCE

**THIS IS A TOOL TO LOOK AT PROCESS WHICH OCCURS DURING AN EPISODE OF VIOLENT/AGGRESSIVE BEHAVIOUR**



### 5 PHASES

- The Trigger Phase
- The Escalation Phase
- The Crisis Phase
- The Recovery Phase
- To Past Crisis Depression Phase



# SIGNS OF ESCALATION

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- Finger pointing or poking
- Angry non verbal signals
- Personal insults or abuse
- Your personal space is invaded
- Increasingly vulgar, abusive or threatening language

# STRATEGIES

## DEFUSING CONFLICT SITUATIONS + AGGRESSIVE BEHAVIOUR

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- Don't assume
- Seek a win-win
- Deal with the problem
- Signal non aggression
- Maintain your self control
- Maintain appropriate eye contact
- Show empathy & actively listen
- Assess your options while listening
- If necessary agree to disagree nicely
- If at all possible it is always best to withdraw from an aggressive situation

# THE OPEN P.A.L.M.S

## MODEL

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How to Use Verbal and Non-Verbal Communication to Calm a Situation. The Open **PALMS** model has been developed to help you show the other person that you do not want to fight him/her by signaling non-aggression.

Open **PALMS** stands for:

- |                              |   |
|------------------------------|---|
| <b>P = POSITION</b>          | - Allow exit routes, do not block in            |
| <b>A = ATTITUDE</b>          | - Display positive and helpful attitude         |
| <b>L = LOOK &amp; LISTEN</b> | - Use normal eye contact and active listening   |
| <b>M = MAKE SPACE</b>        | - Maintain a comfortable distance               |
| <b>S = STANCE</b>            | - Shoulders relaxed and turned away to the side |



## P = POSITION

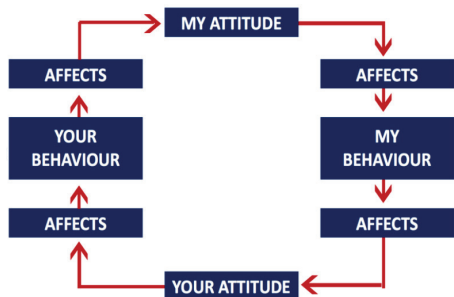
- Make sure the person does not feel trapped or hemmed in.
- Let them see any exit routes.
- The person needs to see a way past you.
- If you block the possibility of "flight", they may see little choice but to fight.

## A = ATTITUDE

- Remember the Attitude and Behavior Cycle we discussed earlier.
- It is your responsibility to break the cycle and display positive signals that emphasize your willingness to help and find a solution to the problem.

## L = LOOK & LISTEN

- Eye contact is vital in signaling non-aggression.
- Maintain as normal level of eye contact as possible.
- Do not stare.
- Demonstrate active listening with appropriate head nodding, gestures and repeating phrases you hear to show you understand.



## M = MAKE SPACE

Do not invade someone's intimate space but create and measure personal space using the following as a guide:

1. Do you feel uncomfortable?
2. Can you see both of their hands?
3. Would they need to step forward to hit you?
4. Look directly in their eyes, can you see their feet?

## S = STANCE

- We rarely stand "square on" to someone when we speak to him or her.
- We usually stand slightly to one side.
- In aggressive situations ensure you are not standing "square on" by dropping one foot backwards and allowing your shoulder to drop away.
- This will open a visual exit route for the other person.



# THE P.O.P

## MODEL

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This section introduces a models that will help you understand the procedures involved in dynamic risk assessment.

Identify potential dangers by consciously assessing with **P.O.P.**

The acronym **P.O.P.** stands for:

**P = PERSON**  
**O = OBJECT**  
**P = PLACE**

Using the **P.O.P.** model you make the assessment process a conscious dynamic act.

### **P = PERSON**

For example, what is it about the person that may pose a risk, i.e:

- Have you met the person before?
- Are they suffering from mental health problems?
- Have they had a bad experience of the organization?
- Are they bigger, fitter, younger, and stronger than you?
- Who else is present - who are they likely to offer support to?
- Do they have a known history of violence / criminal record?
- Are they acting as though they are under the influence of alcohol or drugs?

### **O = OBJECT**

For example, are there any objects present that could be used to increase the risk of violence, i.e:

- Knives or other edged weapons, such as; syringe, scissors, bottle, can, screwdriver;
- Dangerous dogs;
- Any nearby item that could be used as an offence weapon;
- Is the aggressor in a moving vehicle or a car that could be driven dangerously.

### **P = PLACE**

For example, where the conflict is taking place, i.e.:

- Outside a busy nightclub where peer-pressure may be a factor;
- On or near staircases;
- Remote areas, away from observation, safe refuge;
- Routes to and from work;
- Exits – blocked.





# EXIT STRATEGIES

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Have a ready made plausible reason to exit the situation.

'I'm afraid I can't make that decision – I'll have to go and speak with the manager about it'

'Just a moment please; I have the file for this in my car'

Always make sure you know where the exit is



# THE LAWS

## GOVERNING THE USE OF FORCE

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### COMMON LAW

– legal excuse - Self defense

*"Any person may use such force as is reasonable in the circumstances in defense of themselves or others or in certain circumstances property"*

### REASONABLE FORCE

Three aspects make up "Reasonable Force":

- Honest held belief
- Necessary
- Proportionate

### THE CRIMINAL LAW

- Act 1967 Section 3:

*"A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting the lawful arrest of offenders or suspected offenders or of persons unlawfully at large."*

- Where necessary reasonable force can be used to restrain or control someone. Everybody has the right to defend themselves against attack providing that they don't use a disproportionate degree of force to do so
- It must be – reasonable in the circumstances, an absolute necessity, the minimum amount necessary, proportionate to the seriousness of the circumstances
- A commonly graded part of whether the force used is considered reasonable is also the test of proportionality. Until 2013, force used for self-defence in England/Wales had to be justified, necessary and proportionate to be considered reasonable. In 2013, the Crime and Courts Act 2013 inserted a new Section 76(5A) into the Criminal Justice and Immigration Act 2008. This amended the law to allow homeowners to use disproportionate force, up to but not including grossly disproportionate.[5] This was further clarified by the High Court in January 2016

### YOUR HONESTLY HELD BELIEF

If you have an honestly held belief that you are in danger would it be:

- Necessary to stop that danger
- Health and Safety Act at Work 1974 section 7
- Who is your first duty of care too? - Yourself



## THE HEALTH AND SAFETY AT WORK

- Act 1974 section 7

*"Employees are required 'to take reasonable care for the health and safety of himself and other persons who may be affected by his acts and omissions at work."*

**Common Law and Criminal Law say you may use reasonable force, but Health and Safety says you are required to take reasonable care. It doesn't give you the choice.**

## CIRCUMSTANCES MAY JUSTIFY A "PRE-EMPTIVE STRIKE"

R v Beckford (1998) Lord Griffiths said:

*"A man about to be attacked does not have to wait for his assailant to strike the first blow, or fire the first shot"*

## INCIDENT REPORTING (RIDDOR)

- to identify training needs, to identify recurring or specific risks
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## **BREAKAWAY & RESTRAINT SPECIALISTS Ltd**

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