

# Course : Caregivers faced with aggression and violence

*Practical course - 2d - 14h00 - Ref. SAC*

*Price : 1100 CHF E.T.*

What carer hasn't had to deal with aggression in the course of their work? How should we respond when confronted with a discharge of anger, aggression or even violence that we don't understand or misunderstand? This training course will enable you to analyze these situations not only from an individual perspective, but also from that of the department, teams and institution. You'll be able to identify what generates them, and implement attitudes and means to understand and manage these phenomena.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify different forms of aggression
- ✓ Identify what generates aggression and violence
- ✓ Defusing aggressive situations
- ✓ Implementing appropriate measures for the management of aggressive or violent patients

## Intended audience

All caregivers in exposed departments.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Méthodes pédagogiques actives et participatives. Mises en situations et jeux de rôle. Étude et analyse des retours d'expérience. Études de cas et élaboration d'outils et protocoles utiles au quotidien.

## Course schedule

### PARTICIPANTS

All caregivers in exposed departments.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Violence, aggression, dependence and counter-dependence

- Understand characteristics, origins, determinants, functions, meanings.
- Understand the different etiologies of behavioral disorders and the mechanisms involved.
- Draw on psychological and sociological approaches.
- Distinguish between verbal, gestural and physical aggression, whether directed outward or inward.

### Hands-on work

Study and analysis of feedback.

## 2 Identifying different forms of aggression

- Identify aggression linked to impulse neurosis, psychosis, dementia or mental disability.
- Identify addictive, suicidal, deviant and asocial behavior, potential sources of aggression.
- Detect factors of aggression or violence linked to users, caregivers, families or the organization of the institution.
- Anticipating psychological damage in the event of violence.

### Hands-on work

Practical exercises in sub-groups and role-playing with analysis to help professionals identify areas for improvement.

## 3 Aggression and institutions

- Understand the legal framework, institutional rules, rights and duties and their repercussions.
- Promote cohabitation and communication, notably through institutional dialogue.
- Rely on the resources provided by the institution.

### Hands-on work

Identify situations of conflict and violence in the facility (patient/family/among caregivers). Reflection on the reception and layout of the premises. Sub-group exercises and collective debriefing.

## 4 Develop your interpersonal skills

- Understand a person's frame of reference.
- Identify your basic emotions: anger, sadness, fear and joy.
- Use non-violent communication to manage conflict and violence.
- Maintaining the helping relationship and fundamental attitudes: active listening, empathy, non-verbal communication...
- Manage conflict using one of the following strategies: evasion, domination, mediation, negotiation or consensus.

### Hands-on work

Role-playing followed by discussion/debate.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## 5 Dealing with aggression and violence in everyday life

- Facing up to fear and danger, to one's own violence.
- Understand your personal concept of the limits of what is acceptable and unacceptable.
- Distinguish between different attitudes to violence and aggression.
- Observe and warn for greater reach.
- Dealing with violence and aggression in teams.
- Identify team needs in terms of support and coordination.

### Hands-on work

Exercises in sub-groups to learn how to react to aggression and violence, integrating the limits of what is and isn't acceptable for each caregiver.

## 6 Defusing aggression

- Identify different attitudes to conflict situations: avoidance, confrontation, justification.
- Understand the impact of these attitudes on the evolution of the situation.
- Apply the appropriate tools to defuse the situation.

### Hands-on work

Élaboration de protocoles internes des situations de violence. Élaboration d'outils pour une prise en charge adaptée du patient agressif et/ou violent. Étude de cas concrets.