





Key Legislation: **Health and Safety at Work Act 1974 | Management of Health and Safety at Work Regulations 1999**

KEY STATISTICS




 **1.8 million**
Incidents of violence at work per year in Great

 **£2.4 billion**
Annual cost of workplace violence to UK economy

 **40%**
Of violence at work committed by members of the

 **70%**
Reduction in incidents with conflict management

LEARNING OBJECTIVES

-  Understand the legal framework for managing workplace violence and aggression
-  Recognise the warning signs of escalating conflict
-  Apply the LEAPS de-escalation model effectively
-  Use effective communication techniques to defuse aggressive situations

STEP-BY-STEP GUIDE

- 1 L — Listen**
Give full attention, open body language, do not interrupt
- 2 E — Empathise**
Acknowledge feelings: 'I understand this is frustrating'
- 3 A — Ask**
Use open questions to gather information and keep them talking
- 4 P — Paraphrase**
Summarise what was said to confirm understanding

