



KEY STATISTICS



1.8 million

Incidents of violence at work per year in Great Britain



£2.4 billion

Annual cost of workplace violence to UK economy



40%

Of violence at work committed by members of the public



70%

Reduction in incidents with conflict management training

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

