





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 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

## 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

