

SFJCJGC7

Contribute to the prevention and management of abusive and aggressive behaviour



Overview

This standard is about contributing to the prevention and management of abusive and aggressive behaviour. It includes seeking to prevent abusive and aggressive behaviour through the development of relationships and environments which are conducive to constructive behaviour.

Abusive and aggressive behaviour may be verbal or non-verbal and be social, physical, sexual or emotional in nature.

There are three elements

- 1 Contribute to preventing abusive and aggressive behaviour
- 2 Deal with incidents of abusive and aggressive behaviour
- 3 Contribute to reviewing incidents of abusive and aggressive behaviour

Target Group

This standard is applicable to those with responsibility for the prevention and management of abusive and aggressive behaviour.

SFJCJGC7

Contribute to the prevention and management of abusive and aggressive behaviour

Performance criteria

Contribute to preventing abusive and aggressive behaviour

You must be able to:

- P1 communicate with others in a manner which is appropriate to them, encourages an open exchange of views and information, and acknowledges the rights of everyone present, and is supportive of those rights
- P2 maintain the environment in a way which encourages meaningful interactions
- P3 take actions to maintain calmness and safety in a manner which minimises any restriction of movement and which does not deny the rights of the individual
- P4 explain to the individual why you are taking action, even in situations when individuals do not appear to understand or be listening
- P5 take appropriate action to prevent triggers to abusive or aggressive behaviour occurring and to enable individuals to find alternative ways of expressing their feelings
- P6 protect potential victims at whom the behaviour may be directed
- P7 share information appropriately when others are at risk of harm including where relevant, the public, to cover the actual and potential victims of crime, people significant to the individual and the individual themselves

Deal with incidents of abusive and aggressive behaviour

You must be able to:

- P8 take constructive action to minimise identified abusive and aggressive behaviour which is consistent with any inherent risks, the maintenance of effective working relationships, and conforms to agency policy and procedures
- P9 acknowledge opposing interests and take constructive action to address them
- P10 take prompt action to protect those at whom the abusive and aggressive behaviour is directed
- P11 take constructive action to defuse abusive and aggressive behaviour
- P12 seek prompt assistance and support from others where appropriate to manage the aggressive and abusive behaviour safely
- P13 act in a manner which is likely to promote calm and reassurance and make this clear to all involved
- P14 manage physically aggressive behaviour in ways which are consistent with statutory and agency requirements and use the safest possible methods for all those concerned
- P15 maintain complete, accurate and up to date records

SFJCJGC7

Contribute to the prevention and management of abusive and aggressive behaviour

Contribute to reviewing incidents of abusive and aggressive behaviour

You must be able to:

- P16 encourage those involved in incidents to contribute to the review
- P17 offer time, space and support so that everyone involved can express their feelings and examine their behaviour
- P18 explore constructively with everyone involved the reasons for, and consequences of, the abusive and aggressive behaviour
- P19 make referrals to the appropriate people if specialist help is required
- P20 make clear and constructive contributions to team discussions about incidents of abusive and aggressive behaviour and agency practice in dealing with them
- P21 provide accurate and clear information to others so that issues and needs can be addressed
- P22 maintain complete, accurate and up to date records

SFJCJGC7

Contribute to the prevention and management of abusive and aggressive behaviour

Knowledge and understanding

You need to know and understand:

Legislation, policy and good practice

- K1 legislation and guidelines of effective practice, relating to your work with individuals
- K2 the role of your organisation and its services, and how they relate to other organisations and services in the sector
- K3 the organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
- K4 how to apply the principles of equality, diversity and anti-discriminatory practice to your work

Contribute to the prevention and management of abusive and aggressive behaviour

You need to know and understand:

- K5 the ways in which people communicate by behaviour as well as through language and how different forms of behaviour can be interpreted
- K6 the interpersonal, physical and environmental constraints to effective communication
- K7 methods of establishing contact which are likely to maximise productive engagement with individuals and minimise unproductive interventions
- K8 the ways in which feelings of anger and frustration can be displaced from their original source to those in authority and how to deal with this
- K9 the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this
- K10 the difference between aggression and assertiveness
- K11 the possible reasons for different sorts of behaviour occurring, especially those which may be viewed as aggressive or abusive
- K12 the effects which the worker's own behaviour may have on others
- K13 the ways in which an individual's culture and gender influence your practice
- K14 how to manage your own feelings aroused by the incident in a way which recognises your right to have such feelings, and that not all incidents are capable of prevention
- K15 the limits of your own role and responsibilities with regard to the prevention and management of abusive and aggressive behaviour

SFJCJGC7

Contribute to the prevention and management of abusive and aggressive behaviour

Developed by Skills for Justice

Version number 2

Date approved May 2010

Indicative review date May 2012

Validity Current

Status Original

Originating organisation Skills for Justice

Original URN SfJ GC7

Relevant occupations Public Services; Public Service and Other Associate Professionals

Suite Community Justice

Key words Harm, Abuse, Protect, Aggressive aggression, Risk
