



Managing Workplace Violence and Aggression

This **6-hour in-person** or **4-hour scheduled online** workshop addresses the serious topic of violence at the workplace and how to prevent it. As per best practice, we embrace a holistic, team-based philosophy and use group activities that facilitate openness, cooperation, and discussion. Under an instructor's guidance, you will synthesize violence prevention theory with the realities of your workplace and tune-up critical skills like active listening and de-escalation. By the end of the course, you will have the knowledge and mindset you need to reduce the risk of violence and harassment for yourself and those around you.