

AB3 Contribute to the prevention and management of abusive and aggressive behaviour

OVERVIEW

For this standard you need to contribute to the prevention and management of abusive and aggressive behaviour. When abusive and aggressive behaviour occurs, you need to deal with, and help in the review of, incidents within statutory and agency frameworks. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the specific legislation (national and European) which relates to the work undertaken and how this has been taken into account
- 2.any particular factors relating to the agency's policies and practices which have affected the work undertaken
- 3.how to evaluate your own competence when at work and decide when further support and expertise are needed
- 4.the ways in which individuals communicate by behaviour as well as through language and how different forms of behaviour can be interpreted
- 5.constraints to effective communication (interpersonal, physical and environmental)
- 6.methods of establishing contact which are likely to maximise productive engagement with individuals and minimise unproductive interventions
- 7.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
- 8.the difference between aggression and assertiveness
- 9.the possible reasons for different sorts of behaviour occurring, especially those which may be viewed as aggressive or abusive
- 10.the effects which your own behaviour may have on others
- 11.the ways in which individuals' culture and gender influence your practice
- 12.the principles of equality, diversity and anti-discriminatory practice and how they have been applied
- 13.the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.communicate with others in a manner which:
 - 1.is appropriate to them
 - 2.encourages an open exchange of views and information
 - 3.minimises any constraints to communication
 - 4.is free from discrimination and oppression
 - 5.acknowledges the rights of everyone present and is supportive of those rights
- 2.maintain the environment in a way which encourages meaningful interactions
- 3.take actions to maintain calmness and safety in a manner which minimises any restriction of movement and which does not deny people's rights
- 4.take appropriate action to prevent triggers to abusive or aggressive behaviour occurring and to enable individuals to find alternative ways of expressing their feelings
- 5.protect potential victims at whom the behaviour may be directed
- 6.take constructive action to minimise identified abusive and aggressive behaviour which is consistent with:
 - 1.any inherent risks
 - 2.the maintenance of effective working relationships
 - 3.agency policy and procedures
 - 4.evidence of effective practice
- 7.acknowledge opposing interests and take constructive action to address them
- 8.take prompt action to protect those at whom abusive and aggressive behaviour is directed
- 9.take constructive action to defuse abusive and aggressive behaviour
- 10.call for any necessary assistance and support without delay
- 11.act in a manner which is likely to promote calm and reassurance and make this clear to all involved
- 12.manage physically aggressive behaviour in ways which are consistent with statutory and agency requirements and use the safest possible methods for:
 - 1.the individual
 - 2.you
 - 3.others
- 13.encourage those involved in incidents to contribute to reviewing the incident
- 14.offer time, space and support so that everyone involved can express their feelings and examine their behaviour
- 15.explore constructively with everyone involved the reasons for, and consequences of, the abusive and aggressive behaviour
- 16.make referrals to the appropriate people if specialist help is required
- 17.make clear and constructive contributions to team discussions about incidents of abusive and aggressive behaviour and agency practice in dealing with them
- 18.manage your own feelings aroused by the incident in a way which recognises your right to have such feelings and recognises that not all incidents are capable of prevention
- 19.complete records accurately and clearly and store them according to agency requirements
- 20.provide accurate and clear information to others so that issues and needs can be addressed

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 4: Service improvement. This standard has replaced HSC336.