



Training in Anger Management

Unit 3 Dealing with Aggression and Conflict

Unit 3

1



Dealing with aggression: early warning signs

- Physical agitation and fidgety behaviour
- Easily distracted/not focused
- Change in body posture
- Facial appearance²
 - colouring
 - expression
- Eye contact/pupils dilate
- Change in tone of voice/rate of speaking
- Verbal challenges
- Rapid mood swings

Unit 3

2



Dealing with aggression: defusing techniques

- Body position
- Body movements and gestures
- Matching mood
- Eye contact
- Communication
- Humour
- Distraction/change of activity
- Change of location
- Relaxation

Unit 3

3



Dealing with aggression: crisis management

- Stay in control
- Use clear explicit language
- Avoid confrontational language
- Be aware of exits in room
- Keep a safe distance
- Remove any audience

Unit 3

4



Dealing with aggression: crisis management

- Call for help
- Remove any potential weapons
- Use non-threatening body language
- Frequent but brief eye contact
- Physical intervention