



# Dealing with Violence and Aggression

## Course Description

This course looks at the causes of violence and aggression in the workplace, the signs to look out for and how to prevent it. It also looks at legislation and reporting incidents at work.

## Accreditation and Approval

- Solicitors Regulation Authority (SRA)

## Course Duration

This course will take you approximately 25 minutes to complete. This course can be re-studied at any time.

## Overview of Content

- What is classified as violence and aggression in the workplace
- Trigger factors of violence and aggression and signs to look out for
- The Health & Safety at Work Act which places duties on employers and employees to reduce the risk of violence and aggression at work
- What measures can be taken to reduce risks of violent and aggressive incidents
- Reporting incidents of violence and aggression at work

## Assessment

There will be a section at the end of the module with short multiple choice questions to test your knowledge. A pass mark of 80% is required to successfully complete the course.

## Who is it for?

This course is suitable for all employees, including subcontractors and external partners.

**To find out more, contact our sales team at: [enquiries@delta-net.co.uk](mailto:enquiries@delta-net.co.uk)**