

# Managing Aggression

Turning Aggression into Cooperation



# What is aggression?

Aggression is a range of behaviors that can result in both physical and psychological harm to oneself, others or objects in the environment.

## Forms of Aggression

### Inward -

- self-hate
- self-injury
- Suicide

### Outward -

- Physical
- Verbal
- Mental
- Emotional

## Purpose of Aggression

### Instrumental -

- To assert dominance
- To compete with others
- To intimidate or threaten
- To achieve a goal
- To express possession

### Impulsive -

- To express anger or hostility
- A response to fear
- A reaction to pain



# Types of Aggression

## Overt

- Open
- Direct
- Obvious



## Covert

- Subtle
- Underhanded
- Deceptive



# Contributing Factors

## Physiological/Psychological:

- Executive functioning deficits -
  - Autism/ADHD
  - Brain injury
  - Intoxication (temporary)
- PTSD
- Mental Illness/Depression/Anxiety
- Addictions
- Hunger/malnutrition/health problems/sleep problems/stress
- Personality Disorders

## Psychosocial:

- Social deficits
- Lack of social networks/family and social support

## Emotional:

- Loss of dignity
- Feeling of powerlessness
- Frustration
- Failure
- Fear
- Hopelessness

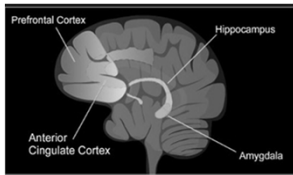
## Situational/Environmental:

- Grief due to losses -
  - Job, home, income, benefits, services
  - Independence, health, freedom
  - Important relationships
  - Death of loved one
- Victim of abuse (past or present)
- Organizational, social or systemic injustice
- Homelessness



## The Physiology of Aggression

Why are angry people so irrational?



Blood flows from the prefrontal cortex (thinking portion of our brain) to the amygdala (fight or flight portion of our brain) when we become angry.

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## Managing Aggression

What can we do about it?



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## Crisis Development Model

Crisis Development Level	Response
<b>Anxious/Agitated:</b> <ul style="list-style-type: none"> <li>Noticeable change in behavior</li> <li>Appearing restless, upset, nervous or impatient</li> <li>Fidgeting</li> <li>Rocking</li> <li>Hand-wringing</li> <li>Pacing</li> <li>Looking at watch</li> <li>Foot tapping</li> <li>Sighing</li> </ul>	<b>Supportive Approach:</b> <ul style="list-style-type: none"> <li>Avoid being judgmental or personalizing the behavior</li> <li>Keep calm. Listen attentively</li> <li>Be courteous and patient</li> <li>Empathize with the person</li> <li>Calm the person and assure s/he feels heard before trying to solve the problem</li> <li>Display non-defensive body language and tone of voice</li> <li>Create some space</li> <li>Avoid staring</li> <li>Speak slowly, gently and clearly</li> </ul>

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## Crisis Development Model

Crisis Development Level	Response
<b>Defensive:</b> <ul style="list-style-type: none"> <li>Behavior escalating</li> <li>Refuses staff support</li> <li>Verbal belligerence</li> <li>Loss of rationale</li> <li>Does not respond to reason</li> </ul>	<b>Directive Approach:</b> <ul style="list-style-type: none"> <li>Set clear, simple, enforceable limits in a non-threatening manner</li> <li>Allow choices by providing positive consequence for compliance before negative consequences</li> </ul>

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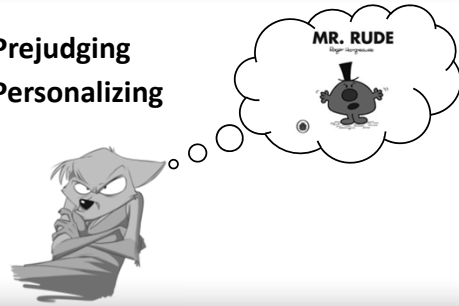
## Crisis Development Model

Crisis Development Level	Response
<b>Acting Out:</b> <ul style="list-style-type: none"> <li>• Shouting</li> <li>• Pounding fist</li> <li>• Threatening</li> <li>• Out of control</li> <li>• Abusive language</li> </ul>	<b>Non-violent Crisis Intervention:</b> <ul style="list-style-type: none"> <li>• Signal for help. Use duress button if available</li> <li>• Stand back at an angle, out of the individual's reach</li> </ul> <b>NOTE:</b> If individual becomes physically assaultive, follow your office emergency response plan

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## Aggression Management Barriers

- Prejudging
- Personalizing



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## Overcoming Barriers

Become a detective of your thoughts and emotions.



### Identify Emotional Triggers:

- Feeling of powerlessness
- Loss of dignity
- Reminders of past traumatic events or negative experiences

Take a deep breath and count to 10!

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### Positive communications –

- I find it really helpful when you...
- I want to help you.
- Please tell me more, so that I can better understand.



### Defensive statements to avoid –

- You have no right to talk to me that way.
- You don't know what you're talking about.



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## Creating a Safe Environment

### Employer Responsibilities -

- Acknowledge workplace aggression and take steps to stop it.
- Avoid -
  - Negligent Hiring
  - Negligent Retention
  - Negligent Supervision

### Employee Responsibilities -

- Be familiar with the reporting methods outlined in Minnesota Management & Budget, HR/LR's Respectful Workplace Policy #1432
- Promptly report workplace aggression, whether you're experiencing it or witnessing it.

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## Workplace Climate



### Demonstrate Awareness

- Recognize our POWER to create environments of PEACE in our workplace
- Create an atmosphere of RESPECT
- Model SINCERE and POSITIVE intentions in our communication and behavior
- Encourage employees to ACCEPT and EMBRACE differences

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## Respectful Workplace Model

Which would you choose?



Give respect Get respect



YOU WILL RESPECT MY AUTHORITY!!

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## Civility in the Workplace

Why? Because it Matters.

1	Inspiring Workplaces: (01:20)	<a href="http://www.youtube.com/watch?v=eQoZgvGAAeA">http://www.youtube.com/watch?v=eQoZgvGAAeA</a>
2	Morale Booster: (01:09)	<a href="http://www.youtube.com/watch?v=1SY8qJntO4Q">http://www.youtube.com/watch?v=1SY8qJntO4Q</a>
3	How you say things matters: (01:05)	<a href="http://www.youtube.com/watch?v=-_Esu1qdbg">http://www.youtube.com/watch?v=-_Esu1qdbg</a>
4	Dealing with Negativity: (05:45)	<a href="http://www.youtube.com/watch?v=gYNeI77mrWc">http://www.youtube.com/watch?v=gYNeI77mrWc</a>

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