



DE-ESCALATION & OCCUPATIONAL VIOLENCE & AGGRESSION TRAINING



Everybody should feel safe in their workplace, at all times, in every situation.

At Resolution Education, our De-Escalation and Occupational Violence and Aggression (OVA) courses are designed to give participants the necessary tools and confidence to handle aggressive or conflict situations in the workplace. Whatever the industry or occupation and type of potential conflict we have you covered.

It is a powerful, fun and very informative training course. You will learn our Awareness, De-Escalate, Protect (A.D.P.) system of dealing with conflict and aggression and the best way to de-escalate an aggressive situation whether it is verbal or physical.

All courses are customised to each organisation to ensure maximum impact for the team.

www.resolutioneducation.com.au



What course is right for my employees?

Conflict Resolution

When most of your situations involve managing the more minor conflicts in the workplace, whether that is with customers, suppliers or internal staff. Learn how to cope with those uncomfortable conversations.

De-Escalation and OVA Training - Non-Physical

Dealing with those aggressive situations but they rarely turn physical in nature. Most companies have some form of aggression in their workplace when it comes to dealing with the public and general community. This course will provide you the skills to manage intimidating and aggressive people using verbal skills and the physical space around you.

De-Escalation and OVA Training - Physical

Unfortunately sometimes we have to deal with physical aggression in the workplace and this course will help you keep safe when under both verbal and physical aggression. A must for employees who confront physical aggression in their workplace.

Train the Trainer

Learn how deliver all of the above courses to your team. Ideal for trainers, HR employees and anybody who needs to train their employees in dealing with occupational violence and aggression.

CALM
AGITATED
FRUSTRATED
ARGUMENTATIVE

RUDE
INTIMIDATING
HOSTILE
AGGRESSIVE

THREATENING
DAMAGING PROPERTY
THROWING OBJECTS
PHYSICAL VIOLENCE



Awareness. De-Escalate. Protect. (A.D.P)

Resolution Education system when it comes to dealing with Occupational Violence and Aggression.

The A.D.D. system has been tried and tested in so many different industries. It has been proven to be a very effective, easy way to learn and achieves desired outcomes. We guarantee this system will empower the confidence in your staff and provide them with an invaluable skill set sorely missing in most study or job training environments.



Awareness. De-Escalate. Protect. (A.D.P)

AWARENESS

Verbal Cues
Visual Cues - Body Language
Environment
Emotional Control
Listen to Intuition

DE-ESCALATE / DIFFUSE

Body Positioning
What to say and when
How to Remove Yourself and when
Using your voice
Getting Help
Duress Alarms and when to use them
Do something unexpected

PROTECT

Different grabs you can expect to defend against
Punches and Kicks
Objects being thrown
Using the environment



To enrol or find out more information please call

1300 884 589

De-Escalation and Occupational Violence and Aggression Training

Duration: 1 to 2 Days

Location: Training Australia Wide and Internationally At your workplace or a location can be organised by Resolution Education

Capacity: up to 30 people for the day or an additional trainer can be organised

What to Wear: Clothes you would normally wear to work

BOOK NOW 

ENQUIRE NOW 

Who will benefit from this training?

All employees liable to be in contact with difficult, aggressive or angry people will find this interactive and strategy-rich training package relevant and effective. Whether it is just verbal or both verbal and physical, all employees will find this exceptional when dealing with aggression in the workplace.

This training is fully customised to every organisation. Every industry is unique from retail, health, government and private sectors

You will Receive:

- an excellent course of fun and interactive training, both theoretical and role playing.
- how your employees can keep themselves safe from both verbal and physical aggression

Learning Outcomes

- recognise the signs of somebody becoming agitated
- situational awareness and preparation control their emotions during an aggressive conversation
- the right mindset for the situation and how not to panic
- de-escalate a conflict situation in the workplace
- how to confidently handle the situation in a safe manner
- use their voice to resolve the aggressive situation and what to say; your voice and words are your number one tool to defuse any situation
- deal with people who are influenced by drugs, alcohol or have a mental challenge

De-Escalation and Occupational Violence and Aggression Training

COURSE OVERVIEW

Identifying the signs of aggression and the stages of each, verbal cues, visual cues

Team Interaction with an aggressive person

Dealing with your emotions in an aggressive situation, how not to freeze and timing from the start of a situation to becoming violent

Using your voice to diffuse the situation

How to stop the aggression escalating

Working on positives outcomes for each aggressive situation

Hands on Role Playing Sessions

Hands on Group Situations

Remote Workers Safety

Drug and Alcohol Affected Aggression

Physical Aggression Strategies

Restraint Handling and Subduing an aggressor

Dealing with Weapons in the workplace



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Conflict Resolution

Duration: 1 Day

Location: Training Australia Wide and Internationally At your workplace or a location can be organised by Resolution Education

Capacity: up to 40 people for the day

What to Wear: Clothes you would normally wear to work

BOOK NOW 

ENQUIRE NOW 

Who will benefit from this training?

All employees to be in contact with difficult negotiations, people who can't keep their emotions under control or employees needing better communication skills. You will find this interactive and strategy-rich training package relevant and effective. Whether it is internal staff or dealing with external people.

You will Receive:

- a comprehensive manual to cement your learning's
- an excellent day of fun and interactive training, both theoretical and role playing

Learning Outcomes

- Improved Communication Skills
- Improved Negotiation Skills
- Improved Conflict Resolution Skills
- Handling your emotions in stressful situations
- Creating Win/ Win in conflict situations
- Understanding peoples different working profiles
- Active listening skills
- Looking at every side of the conflict in a non-bias manner

Conflict Resolution

COURSE OVERVIEW

What is conflict?

The cost of conflict in the workplace

Understanding Different Personalities in the workplace - DISC

Different Causes of Conflict

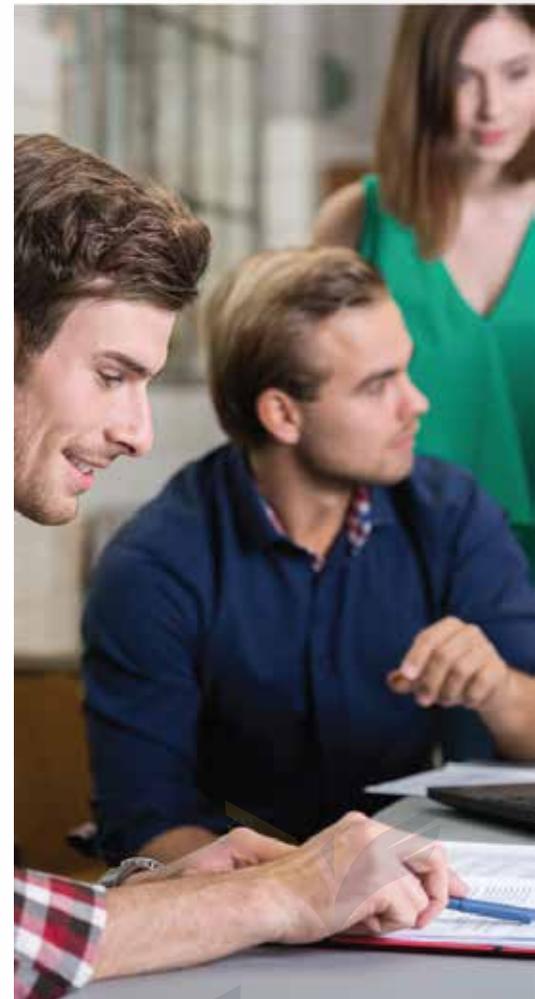
How Employees Deal with Conflict

Dealing with Emotions in a conflict situation

Resolving conflict in the workplace

Conflict policies in the workplace

Alternative Dispute Resolutions



To enrol or find out more information please call

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Train the Trainer

Duration: 2 Full Extensive Days

Location: Training Australia Wide and Internationally At your workplace or a location can be organised by Resolution Education

Capacity: up to 10 people for the day

What to Wear: Clothes you would normally wear to work

BOOK NOW 

ENQUIRE NOW 

Who will benefit from this training?

Any trainers or management wanting to be able to train their employees on OVA.

You will Receive:

- The ability to run your own De-Escalation and OVA training for your team or other organisations
- 1 year certification in the A.D.P. System on dealing with OVA
- Yearly refresher course
- An extensive manual with full course notes and resources

Learning Outcomes

- Learn the A.D.P. System of OVA training in depth
- Identify different role playing scenarios required for your training
- Identify course outlines and customise course requirements for trainees
- Improve delivery of OVA Training courses to different organisations
- Certified Trainer in the A.D.P. System



Our Trainers

Head Trainer, Nathan McDonald

Nathan McDonald has over two decades of experience developing and conducting training in many different areas, primarily in de-escalation.

With over 20 years' experience in team growth and development, adult education and 21 years in Martial Arts, Nathan is perfectly placed to provide de-escalation training to manage verbal and physical workplace situations.

Nathan has been an adult educator since 1998 starting out by delivering training of accounting software to groups of small business owners. On average Nathan was delivering up to 3 training courses a month over a period of 5 years.

Nathan founded Resolution Education specifically to develop and provide de-escalation training.

Resolution Education covers all corporate conflict resolution, de-escalation and positive handling training. Nathan also owns a large martial arts school (Bayside Hapkido) of over 200 students that is now being largely managed by other instructors. As a highly experienced trainer and martial arts instructor, Nathan holds a 4th Degree Black Belt in Hapkido.



Other Trainers

The team at Resolution Education are highly experienced when it comes to delivering de-escalation, OVA and conflict resolution training. We have a variety of trainers from males to females, big, small, scary and not so scary.

All our trainers have been trained intensely in the A.D.P. system of OVA Training. They are extremely professional and will be able to provide a varied range of situational awareness scenarios for your complete training enjoyment.

All our trainers travel around Australia to do what they love to do and at Resolution Education we will always match your training requirements with the right trainer.

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Resolution Education has a reputation of providing the best Conflict and De-Escalation training in the market today. All courses have been well received and feedback is over 4.99 out of 5 from all participants. We specialise and therefore offer only De-Escalation OVA and Conflict Training to ensure we can deliver the best training possible.

We care about your employee's safety and can customise a course that will work for you with the difficult situations your employees could face.

We can guarantee you have made the right decision selecting Resolution Education to train your employees and we look forward to working with you soon.

See our website for recent training from different organisations in the marketplace.

www.resolutioneducation.com.au

Offices in Sydney, Melbourne and Brisbane.
Training Australia Wide and Internationally

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Resolution Education is a Trading Name for Black Belt Business Pty Limited (ABN 67 554 629 098)