



# Fact Sheet

## Tips on how to manage aggressive behaviours

The University is committed to maintaining the health and safety of the University Community through developing and enhancing a proactive safety culture. Dealing with people who are angry can be difficult. Remember you are not a psychologist. Below are some tips on what to consider and how to ensure the safety of yourself and your team when faced with aggressive behaviours.

### Aggressive Behaviours - think

- Why is the aggressive behaviour occurring?
- Does it make a difference to how you respond?

### What can you do

- Listen
- Talk to the person – sometimes our response increases aggressive behaviour
- Keep a low calm voice, remain calm and respectful
- Paraphrase - I can see you are ....., let me work with you to ....
- Focus on the request not what is being said to/about you
- Request that the person not swear, talk to you like that

### If this is not working

- Increase the firmness of your voice
- Ask the person to stop swearing..... and hold your hand/s up in a soft stop signal
- Let them know that if their behaviour (yelling, swearing etc) continues, you will end the meeting.

### If this is still not working

- Terminate meeting after two warnings
- Consider referring the person to the complaint management procedure if appropriate.

### If you are getting distressed or anxious

- Breath
- Use a code word to alert team members
- Don't be afraid to remove yourself from a situation where you feel uncomfortable

### Remember

- Never take a person who is displaying aggressive behaviours into a closed room
- If in a closed room have a clear egress path
- Have a code word with your team if you need assistance
- Call security if required on x9999 or 9850 9999

### After an incident don't forget

- Debrief with a team member / manager
- Use our EAP service call 1 300 360 364
- If you/the team feel threatened/intimidated load a Concerning and Threatening Behaviour
- Share learnings with your team

Report an online ROAR report via <https://staff.mq.edu.au/support/other-resources/online-systems/roar>  
Report Concerning Threatening Behaviour here <https://staff.mq.edu.au/work/safety-at-work/reacting-to-an-incident/concerning-and-threatening-behaviour>  
Employee assistance available via <https://staff.mq.edu.au/work/wellbeing/employee-assistance-program>  
For further reading [https://www.ombo.nsw.gov.au/\\_data/assets/pdf\\_file/0007/21310/Model-Guidelines-For-Managing-and-Responding-to-Threats,-Aggressive-Behaviour-and-Violence.pdf](https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0007/21310/Model-Guidelines-For-Managing-and-Responding-to-Threats,-Aggressive-Behaviour-and-Violence.pdf)