



DEALING WITH AGGRESSIVE PEOPLE IN THE WORKPLACE

INTRODUCTION

Outbursts from aggressive people can occur in any job industry. This can be a result of many things, including monetary issues, work performance, or just miscommunication. These steps should help to ensure that any confrontation can end peacefully.

DEFUSE THE SITUATION (IF POSSIBLE)

- Remaining calm is the most important step.
 - *Avoid raising your voice*
 - *Avoid sarcasm*
 - *Talk softly*
- Control your actions, you can't control the actions of others, try to avoid:
 - *Pacing*
 - *Clenching you fist and jaw*
 - *Rolling your eyes*
- Remain a safe distance away and position your body in a non-aggressive manner.
- Listen to their side of the story, sometimes lack of communication causes problems.
 - *Try not to interrupt, even if you feel they are wrong.*
 - *Use positive nonverbal cues such as:*
 - Make eye contact (but do not stare)
 - Nodding in acknowledgment
 - Show genuine concern
- Ask questions to see if you can resolve the problem.
- Try to work with them to find a solution.
 - *Try to compromise*
 - *If need be get a supervisor.*





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SAFE WORK PRACTICES

- Always keep your cool and maintain your composure.
- Keep your distance and your options open, sometimes it is wise to pick your battles.
- Remember that the anger is most likely directed at the situation, and not you as a person.
- Take any threat of violence seriously and call the police.
- If at all possible, try to get the aggressor to leave the premises before any violence occurs.
- Try to avoid conflict but defend yourself if your life is in immediate danger.
- Follow any and all company procedures if a violent incident should occur.



CONCLUSION

The majority of conflicts usually result from a misunderstanding and a lack of communication. Oftentimes things can be resolved peacefully, but there are times that angry confrontations can occur which can result in violence. Following these guidelines can help to ensure that a violent confrontation does not happen.

