

PASSERBY AGGRESSION TOOLS IN LG



PREFERRED TRAINING
NETWORKS



**YOUR TRUSTED
LEARNING AND
DEVELOPMENT
ADVISOR**

Outdoor local government staff are visible and can become easy targets for passerby aggression. A routine job such as sidewalk repair, waste collection or even a domestic visit can become heated quickly. This unique course (Passerby Aggression Tools in Local Government) gives employees practical strategies for handling these interactions without becoming drawn into unnecessary conflict. There is a growing number of “bait and battle” interactions now where the passerby is trying to get a reaction from the worker. You’ll see plenty of these on TikTok and it’s a sad reflection of the times. But some people just see your staff as easy pickings to feather their ego nests of self importance. Participants will learn how to stay calm, use short responses and avoid getting pulled into arguments. Setting clear boundaries can make a big difference in these encounters. The workshop also involves situational awareness and dealing with recurring problematic individuals. Responding to drug and alcohol affected people is also an insightful popular module.

KEY COURSE CONTENT

- Recognising early signs of aggression and escalation
- Deciding when to respond and when to ignore the comment
- Staying calm and avoiding reactive responses
- Using short and professional responses to defuse tension
- Setting clear boundaries around abusive or aggressive behaviour
- Avoiding arguments with persistent members of the public
- Maintaining awareness of surroundings and personal safety
- Knowing when to disengage, move away or seek support
- Managing the impact of unexpected aggression after the interaction
- Dealing with drug and alcohol affected people
- Lone worker safety tools flyover

NUTS AND BOLTS



Target Audience

Outdoor workers working in local government



Duration

Available as a full-day or half-day course



Delivery

Available in-person at your organisation/venue, or virtual



Group Size

Recommended 4 to 10 participants



Resources

Participants receive a certificate of completion & opt for a free follow-up refresher course with the original trainer

GET A QUICK QUOTE

Let us know if you'd like a free, no-obligation quote for your organisation



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