



Managing Aggression (The Social Work Skills Series)

Ray Braithwaite

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How to manage and respond to escalating violence towards staff working in the human services is a pressing professional problem. This workbook:

- empowers individuals by providing a range of useful skills that can help in managing aggression
- enables staff placed in difficult or dangerous situations by their employers to address the issue effectively
- clarifies the responsibilities of the manager in ensuring staff are safeguarded
- builds confidence in staff and their managers by offering workable solutions to reducing levels of aggression in the workplace.

Highlighting examples of good and bad practice, *Managing Aggression* is a book for anyone who has ever faced, or is likely to face, aggression at work.

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