

Volunteering ACT - Notes

PSYCHOSOCIAL HAZARDS

What Are They:

What Are Some Examples:

SITUATIONAL AWARENESS

Why Do People Get Aggressive

Red Flag Indicators

Survival Concepts



Communications

Introduction Notes:

Relationship Killers

1,2 and 3 of Behaviour

Tips to Maximise Performance ALL Day, Every Day

Conflict Communications

What are the Two Types of Conversations?

Active Listening



Three Ego States:

Different Options in the Aggression Template?

“I understand that... (reflect)...

And I know that money can be really tight right now...however...

I’m sure you’ll agree that it doesn’t solve anything going along this path...

So, in order that ...(reflect)... could you please ...(task)

General Notes on Managing Aggression:

Communication Styles:
