

PHOENIX TRAINING GROUP

IDENTIFYING AND PREVENTING AGGRESSIVE BEHAVIOR

1. Write down three causes for aggressive behavior that might relate to your position or environment while performing your job:

A. _____

B. _____

C. _____

2. Write down three signs of escalation that you might witness within your position or environment while performing your job:

A. _____

B. _____

C. _____

3. Write down three techniques of how you might possibly de-escalate that aggressive behavior if you encounter it while working within your position:

A. _____

B. _____

C. _____

4. Write down two things that trigger your abilities to cope, or make you really angry to where you feel like going off and how you or someone else helps to de-escalate that behavior within yourself:

A. _____

B. _____
