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Managing Aggression (The Social Work Skills Series)

Ray Braithwaite
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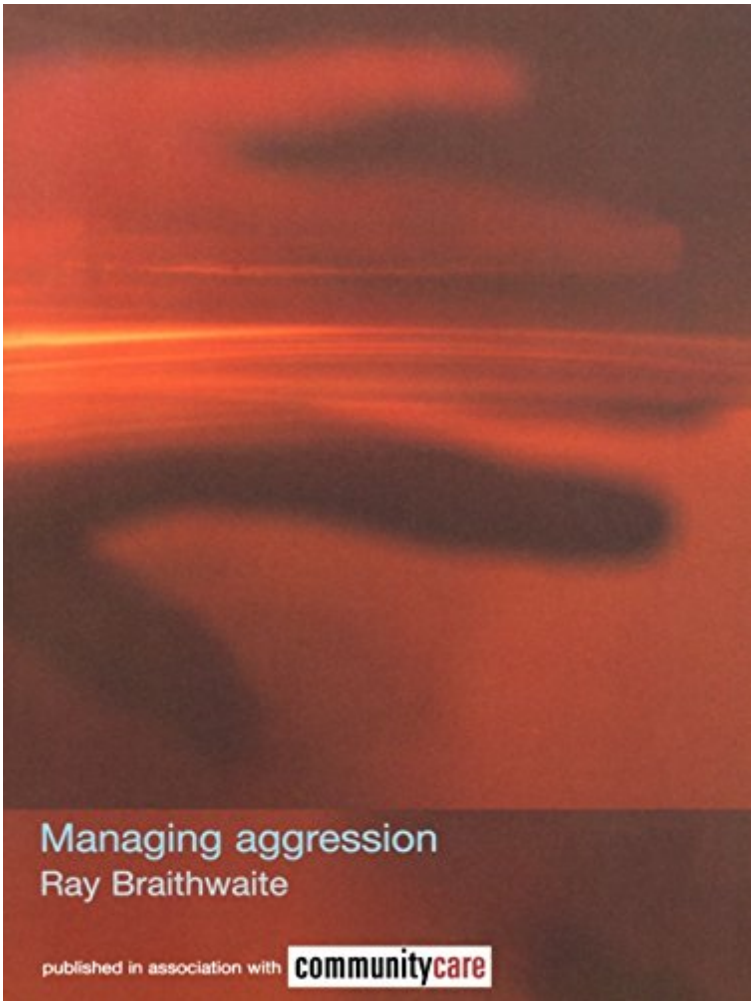

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Ray Braithwaite : Managing Aggression (The Social Work Skills Series) before purchasing it in order to gage whether or not it would be worth my time, and all praised Managing Aggression (The Social Work Skills Series):

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 useful skills that can help in managing aggressionenables staff placed in difficult or dangerous situations by their employers to address the issue effectivelyclarifies the responsibilities of the manager in ensuring staff are safeguardedbuilds 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.

... This book can be highly recommended for its style, content and the thought provoking nature of the areas its author is brave enough to tackle. Roy Braithwaite