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Nota di contenuto	chapter INTRODUCTION -- chapter 1 WORKPLACE CULTURE -- chapter THE CULTURE OF INEVITABILITY -- chapter ACTIVITY 1.9 -- chapter ACTIVITY 1.10 -- chapter REFERENCES -- chapter 2 CAUSES OF AGGRESSION -- chapter ACTIVITY 2.1 -- chapter ACTIVITY 2.3 -- chapter 2 Being let down. Not backed up by management -- chapter ACTIVITY 2.8 -- chapter 9 Being kept waiting. Never knowing when transport will arrive -- chapter 3 ASSESSING RISK -- chapter WHAT THE LAW REQUIRES -- chapter Legislation is one thing but in reality. -- chapter 6 Threats -- chapter 8 Frustration -- chapter RISK ASSESSMENT – THE FORMAT -- chapter 4 ORGANISATIONAL RESPONSES TO VIOLENCE TOWARDS STAFF -- chapter 3 An alcohol/drugs policy -- chapter Stage 1: The immediate elements (the first few hours) -- chapter 5 MANAGING AGGRESSION -- chapter ACTIVITY 5.1 -- chapter 5 Head movements -- chapter 13 Repetitive movements -- part Part B: Assertiveness -- chapter ACTIVITY 5.5 -- chapter 4 An assertiveness technique for managing aggression -- chapter Part C: Defusion techniques -- chapter 3 Sitting down -- chapter 8 Identifying past

strengths -- chapter 12 Non-response -- chapter Part D: Physical interventions -- chapter ACTIVITY 5.14 -- chapter 6 BULLYING AT WORK -- chapter OVERVIEW -- chapter WHO BULLIES? -- ACTIVITY 6.4 -- chapter 2 The person who does it under pressure -- chapter ACTIVITY 6.5 -- chapter INFORMATION -- chapter 7 ETHNIC AND GENDER ISSUES -- chapter ACTIVITY 7.9 -- chapter KEY POINTS -- chapter 8 THE CONSEQUENCES OF AGGRESSION -- chapter ACTIVITY 8.1 -- chapter Emotional debriefing model -- chapter ACTIVITY 8.5 -- chapter ACTIVITY 8.8 -- chapter KEY POINTS -- chapter 9 ALTERNATIVES TO AGGRESSION -- chapter ACTIVITY 9.2 -- ACTIVITY 9.3 -- chapter ACTIVITY 9.4 -- chapter REFERENCES -- chapter BIBLIOGRAPHY -- Books -- chapter Articles.