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	Altri autori (Persone)	ByrtRichard
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	Sommario/riassunto	No one should face aggression or violence in the workplace but these problems are increasingly being reported by health and social care workers and the people using their services. This helpful book explores

the reasons why some individuals may become aggressive or violent and explains how a holistic approach can offer effective ways of preventing, anticipating, reducing and dealing with aggression and violence when they arise. By critically exploring the common issues and difficulties encountered by professionals, the authors provide valuable insights into this behaviour and how to implement