

6th conference of European Penitentiary Training Academies



Communication and aggression management

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Portlaoise, Ireland

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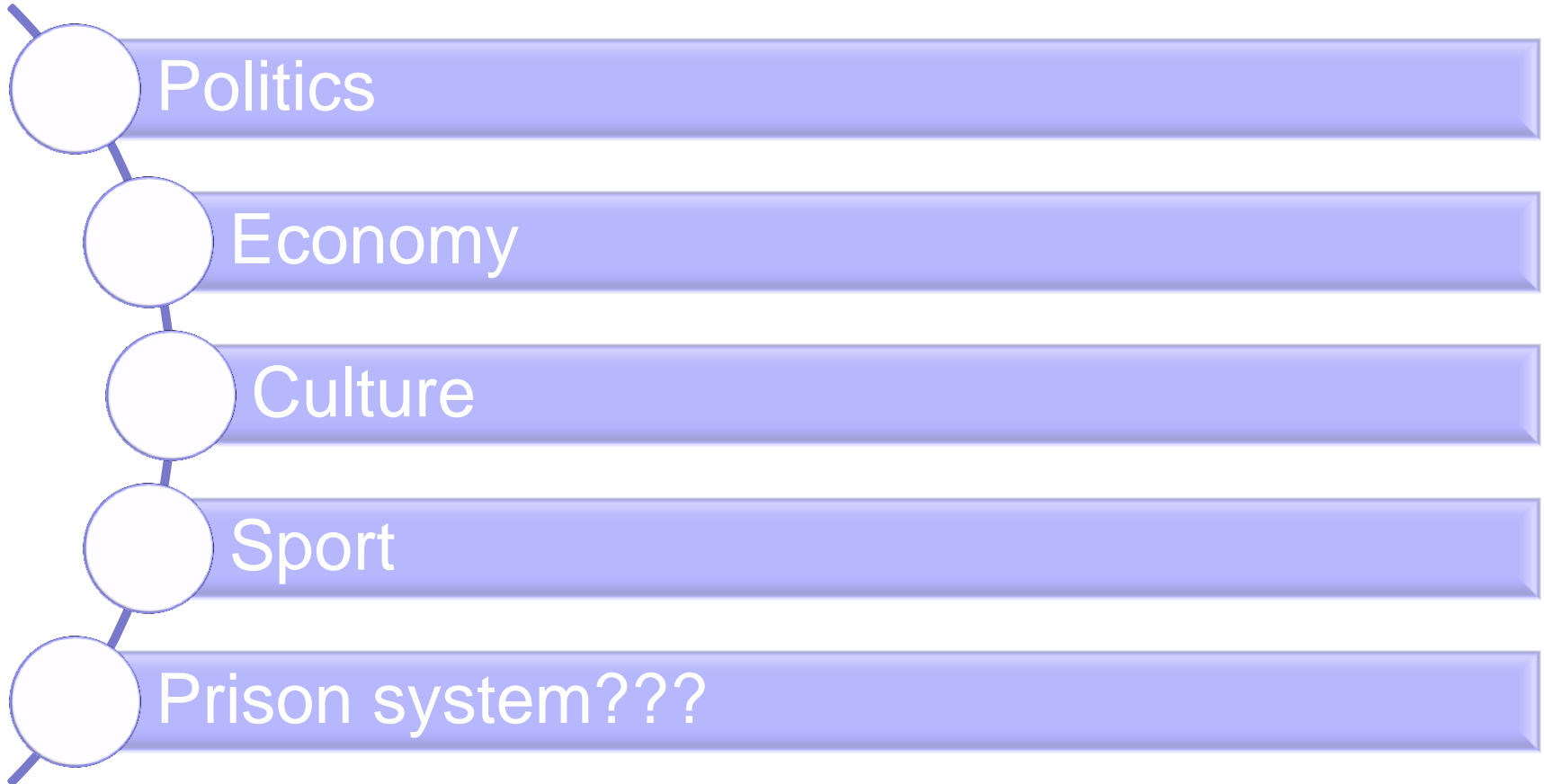
Governor

Training centre for Prison Staff

Prison Administration, Ministry of Justice

Republic of Croatia

Special importance of communication



Residents and visitors of the prisons



Functions of security officers

Security

Treatment

„Host“

Place of the program in the education system

Education programs

Treatment

Vocational instructors

Healthcare staff

Mixed

Judicial police

Initial/Basic

Continuous

Programs connected with phenomenon of aggression and violence



Basic structure of the program



Elementary factors in establishing communication

internal values/attitudes/beliefs

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graph TD; A[internal values/attitudes/beliefs] --> B[communication competencies]; B --> C[chosen behaviour/communication model];
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communication competencies

chosen
behaviour/communication
model

Basic principles

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- every behaviour is communication
 - three channels of communication
 - communication is interaction
 - two levels of communication
 - dominance axis
 - conflicts
 - adequate self-control



Self-control techniques

- consciously breathing
- consciously relaxing muscles
- directing and guiding one's thoughts



Assessment of the situation

- occupation
- concrete situation
- our personality
- personality and current psychological state of other person



Professional conduct

- denying a destructive conflict
- making contact
- listening actively
- constructive confrontation
- completion



Aggression management – tips for active listening

- understand the meaning for the other person
- non-verbal expression
- try to hear everything
- show with short remarks that you are carefully listening
- focus on your interlocutor
- use the silence



Aggression management – non-verbal aspects of listening

- open posture
- look at the other person
- slightly lean forward toward the other person



Aggression management – the basic elements of conversation

- listening, asking questions, summary
- listening should be active
- asking questions
- summary



Structure of the program – day 1

- Introduction, information about similar, previous training sessions
- Explanation of educational goals
- Active listening and summarizing
- Ending the conversation in a proper manner
- Awareness of cultural differences in communication

Structure of the program – day 1 (2)

- Ability to assess behaviour on the axis of dominance and raise awareness of associated effects
- Reference framework concept
- Levels of communication – content and relationship
- Conversation techniques - types of questions, summarizing, verbal following, use of silence



Structure of the program - day 2

- Introduction and preparation
- Role playing - active listening, ending conversations, awareness of cultural differences in communication
- Placing behaviour on the axis of dominance and learning about the associated effects
- Giving and receiving feedback



Structure of the program - day 3

- Overview of Day 1 and Day 2
- Setting boundaries
- Recognizing the background of the conflict and selecting a professional style of work in the conflict
- Recognizing your own style in dealing with unpleasant behaviour
- Ability to place behaviour on axis of relations

Structure of the program - day 3 (2)

- Conflicts in general
- Latent and manifest conflicts
- Methods of conflict resolution - forcing, searching for a compromise, cooperation, avoidance and giving in
- Explaining the axis of relations - continuum of "against-together"
- Relationship between the axis of relations and the axis of power



Structure of the program - day 4

- Role playing based on contents from Day 3
- Aggression management – theory part
- Frustration, instrumental and disorder aggression
- Reaction to aggression – fleeing, "freezing", fighting



Structure of the program - day 5

- Calming the aggressive person
- Identifying behaviours that increase or reduce aggression and receiving a better insight into you own role in this
- Identifying your own physical and emotional reactions in tense situations
- Identifying the influence of your own fears and aggression on your behaviour, and your control over them

Structure of the program - day 5 (2)

- Application of self-control through mental and physical skills
- Provocative and explosive behaviour
- Adequate response to the provocative and explosive behaviour using de-escalation techniques
- Stress signals
- Discussion on "triggers" and personal experiences with aggression



Questions?

Thank you for your attention

