



# Recognizing and Managing Aggression

A workplace violence solution for today's workforce

Recognize factors and hazards that contribute to aggression or violence

Identify threats and risks to demonstrate appropriate responses

Apply effective strategies to enhance communication and relationships

Apply techniques to verbally de-escalate and manage volatile situations

## TEAM<sup>®</sup> eLearning v2.0

Our award-winning Techniques for Effective Aggression Management (TEAM<sup>®</sup>) program is now available in a new immersive online format.

The online format provides a safe way to train your staff without gathering in large groups. The modular design enables your facility to tailor training to the risk level faced by individuals in each department and to your budget. Meet workplace violence training goals without compromising safety or cost.

## Why HSS TEAM<sup>®</sup>

Don't sacrifice training and safety because of the COVID-19 pandemic. The TEAM<sup>®</sup> program teaches participants to recognize factors and hazards that can escalate to aggression or violence. TEAM<sup>®</sup> is designed to give participants the knowledge and skills they need to confidently manage disruptive behavior and keep themselves safe.

Although the current crisis and economic pressures are causing budget reductions, the commitment of hospitals to training that keeps staff safe while allowing them to focus on patient care remains strong.

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## TEAM® Essentials eLearning v2.0 is now available!

TEAM® Essentials teaches staff to recognize factors, hazards, and situations that can escalate to aggression and violence. The new eLearning format leads to more efficient and effective high-quality learning. The program utilizes video training segments, real-time simulation modules, and real-life healthcare case studies to engage participants in deep learning. Participants complete the training knowing how to manage disruptive behavior and keep themselves and others safe - all in a highly interactive experience that fits any schedule.

### Comprehensive Violence Prevention

Since its introduction in 1997, TEAM® training from HSS has helped healthcare providers respond confidently to violent workplace situations. Unlike generic programs, TEAM® is focused exclusively on situations that healthcare workers - including medical, clinical, and professional support staff - are likely to encounter. Simply put, TEAM® is the most effective healthcare-specific workplace violence prevention training program available, and it meets the very latest compliance requirements.

### Effective Regulatory Compliance

Compliance with the numerous healthcare regulatory agency standards is an essential responsibility for hospital administration. And it can be daunting to large and small facilities alike. HSS' nationally-recognized, award-winning program takes the guesswork out of compliance with CalOSHA, OSHA, CMS, and The Joint Commission. Also, adhere to government social distancing recommendations with the online program.

*"Historically, violence prevention education has had to take a back seat to clinical training because of the time constraints on ED clinical staff. Mindful of these constraints, HSS adapted TEAM sessions to minimize staff time and maximize staff learning. TEAM provides the valuable, relevant training our staff needs to stay safe and keep their patients safe."*

- Vicki Owens, Director  
Emergency Department  
Swedish Medical Center, Denver



TEAM® Aggression Cycle focuses on de-escalating and managing volatile situations



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