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Averting Aggression: Safety at Work with Adolescents and Adults

Owen Booker

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People in their teens and 20s are more frequently involved in violent incidents than other age groups. But the potential for interpersonal confict - and for personal change - has no barriers of age, nor of race, gender, or ability. This book provides a conflict-reduction model for response to an angry person; 21 proven techniques to safely diffuse, divert and reduce aggressive behaviour; and practical ideas to improve safety, minimize sources of anger, manage others, and protect people from harm.

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