

Breakout Room Exercise: Occupational Violence Categorisation. Time: 10 minutes

Phase 1: Team Setup & Review (2 minutes)

Quick Team Setup Checklist:

- **Step 1:** Introduce yourselves
 - **Step 2:** Choose a note-taker/reporter and or time-keeper (there is a countdown for the room)
 - **Step 3:** Review category definitions together using the workbook page 4-5
 - **Step 4:** Discuss and decide as a group which category the scenarios sit in (use check box) – you can also note your reasoning and if you feel the scenario is context dependent.
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Phase 2: Group Categorisation (8 minutes)

Instructions: Read each scenario carefully – refer to workbook for definitions on page 4-5. Discuss as a group and circle your team's decision for each scenario.

Scenario 1 - A client repeatedly calling after their complaint was resolved

Group Decision:

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning:

Scenario 2 - Someone shouting during a phone call

Group Decision: ○ Violence & Aggression

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning:

Scenario 3 - A person throwing papers at staff

Group Decision:

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning:

Scenario 4 - A client making discriminatory comments

Group Decision:

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning:

Scenario 5 - Someone following staff to their car

Group Decision:

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning:

Scenario 6 - Someone threatening to contact media

Group Decision:

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning:

Scenario 7 - A client spitting at staff members

Group Decision:

- Violence & Aggression
- Unreasonable Conduct
- Challenging Behaviour
- Unreasonable Persistence

Notes/Reasoning: