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**Safety Tip**

Aggressive Behaviour

Players, parents and spectators behaving aggressively are a risk faced by all.

**What is Aggression?**

The term aggression refers to a range of behaviours that can result in both physical and psychological harm.

Aggressive people often use anger, aggressive body language and other threatening behaviours to bully, subjugate and dominate other people. They may use punishing language to infer guilt, attempt to create shame and may use overt techniques to create unquestioning compliance.

Some examples are;

1. ***Threatening behaviour*** such as verbal threats

2. ***Harassment*** unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin, sex, disability, sexual preference or some other characteristic specified under discrimination or human rights legislation. Harassment can include behaviour such as telling insulting jokes about particular racial groups, sending explicit or sexually suggestive emails, making derogatory comments or taunts about someone’s race or religion

3. ***Verbal abuse*** such as swearing, condescending language or insults

4. ***Physical attacks*** such as kicking, pushing, punching or shoving

**Aggression can be divided into five broad motivation categories:**

Whilst most incidents of aggression involve only one category of motivation, on occasions, they may involve multiple

categories.

1. ***Random*** such as poor behaviour by an intoxicated customer

2. ***Instrumental*** such as intimidating behaviour and demands for faster service, payment of entitlement, and variation of a decision

3. ***Expressive*** such as demonstrating extreme irritation such as dissatisfaction with poor service or desperation with the outcome of a decision

4. ***Unmet needs*** such as including financial needs and expectations

5. ***Criminal*** such as the pursuit of criminal aims

**Techniques for Handling a person’s Aggression**

**What to do in the event of a person behaving aggressively**

It is important that people are aware of how to handle a person behaving aggressively and what to do following the event. If people are exposed to a person’s aggression, following these few key steps can assist in reducing the impact and severity of the event.

If at any time you feel that a member of the public is behaving in an inappropriate manner and feel at all intimidated or threatened, they should;

**Step Action to be taken**

**1** Try to remain as calm as possible. Avoid becoming defensive or displaying any form of retaliation to

the persons verbal advances. Swearing or personal abuse is not tolerated.

**2** Speak clearly but do not attempt to appear threatening as this may make the situation worse.

Appearing calm and co-operative is more likely to resolve the situation.

**3** Show empathy toward the person and attempt to demonstrate to them that you are listening and

will try to assist them in any way possible.

**4** If the conflict has arisen from a dispute over game or decision, ensure that you are referring

the person to the relevant and appropriate information, and providing it in an easily comprehensible manner.

**5** If the situation does not improve, refer to your ground control and clearly inform the person that their

behaviour is not acceptable.

**6** Do not at any stage give any type of personal information to the person. (Surnames, residential

details, etc.)

For further information, please Email us at safety@GUFC.com.au