

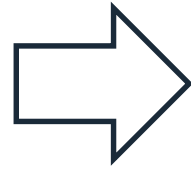
# Threats & Aggression

Training summary



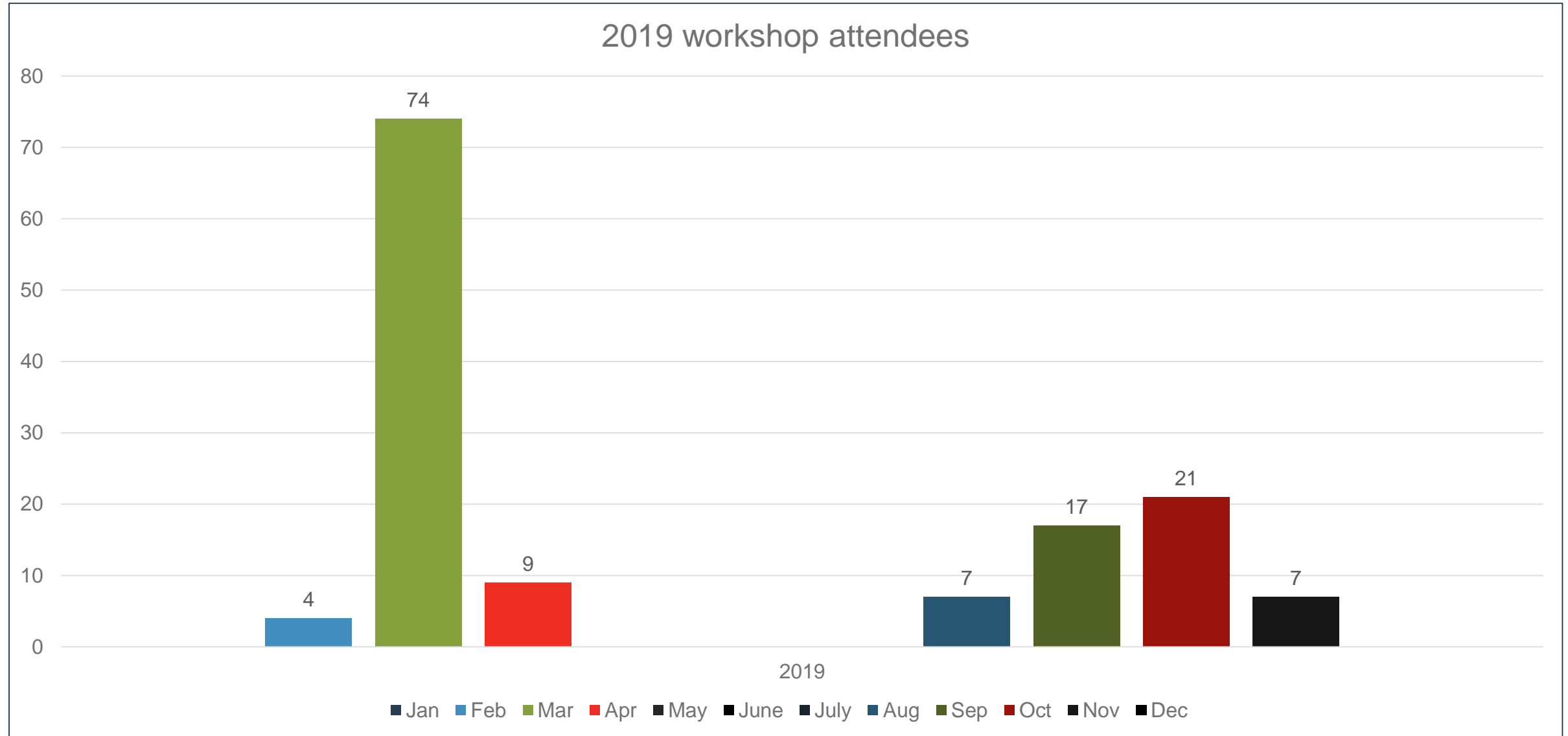
# Workshop attendance

**139**  
in 2019



**0**  
in 2018

**110**  
in 2017



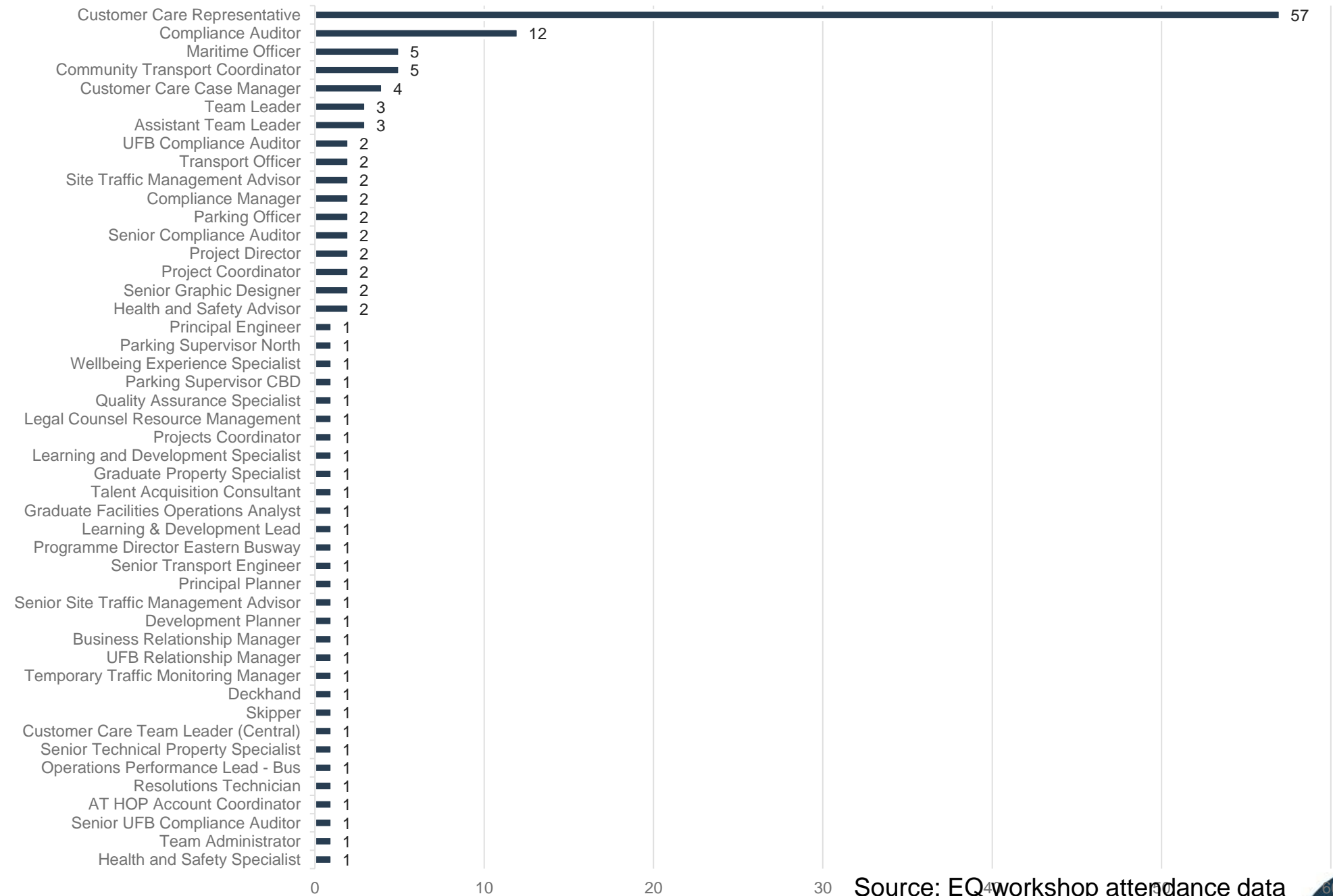
Source: EQ workshop attendance data

# Workshop attendance: primary job

The largest cohort who have gone through the training in 2019 are customer care representatives.

There is a long tail of other roles.

2019 workshop attendees by primary job (n=139)

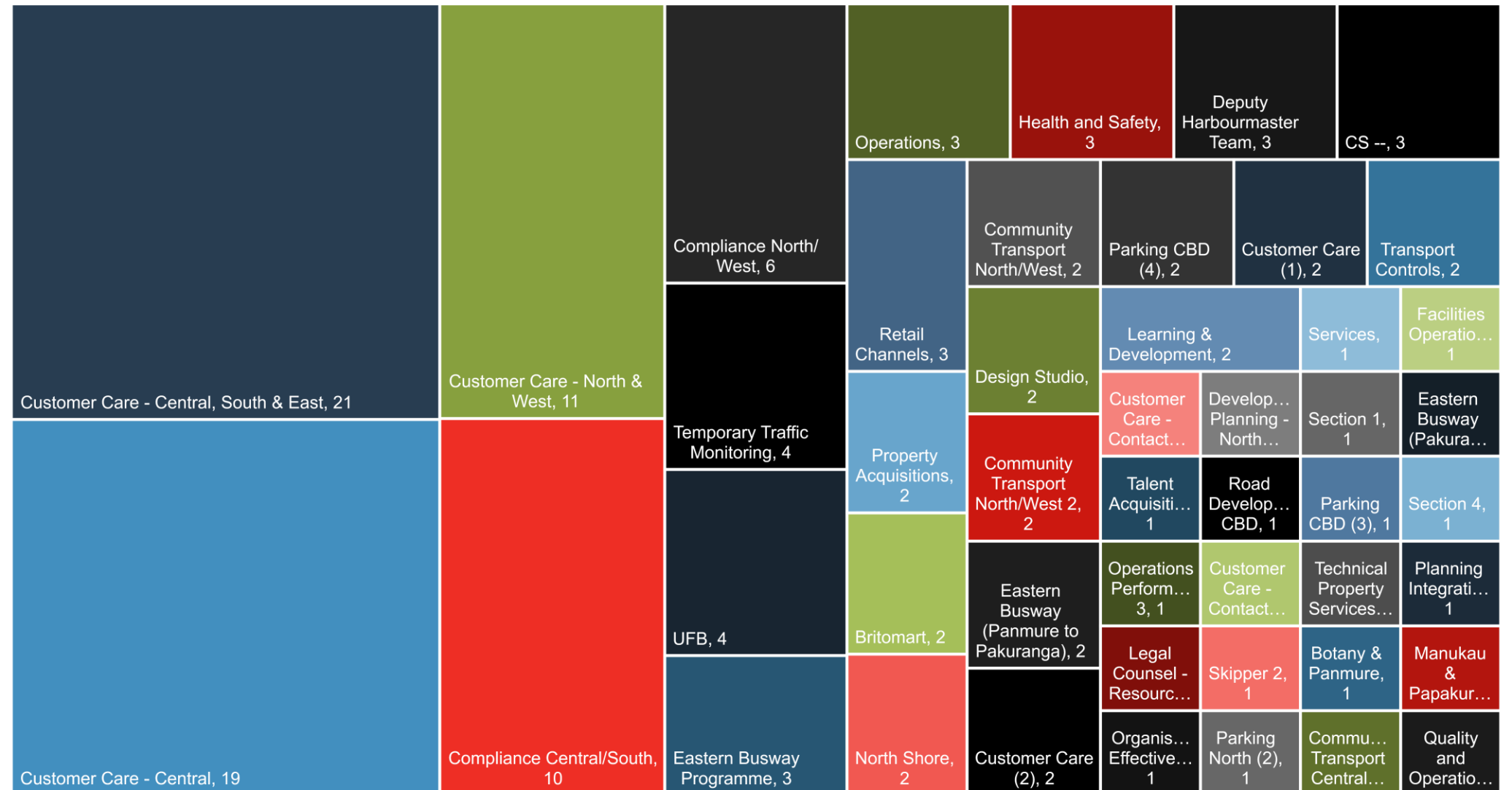


Source: EQ4workshop attendance data

# Workshop attendance: primary organisation

The two largest organisations who have gone through the training are Customer Care – central, south & east

2019 workshop attendees by primary organization (n=139)

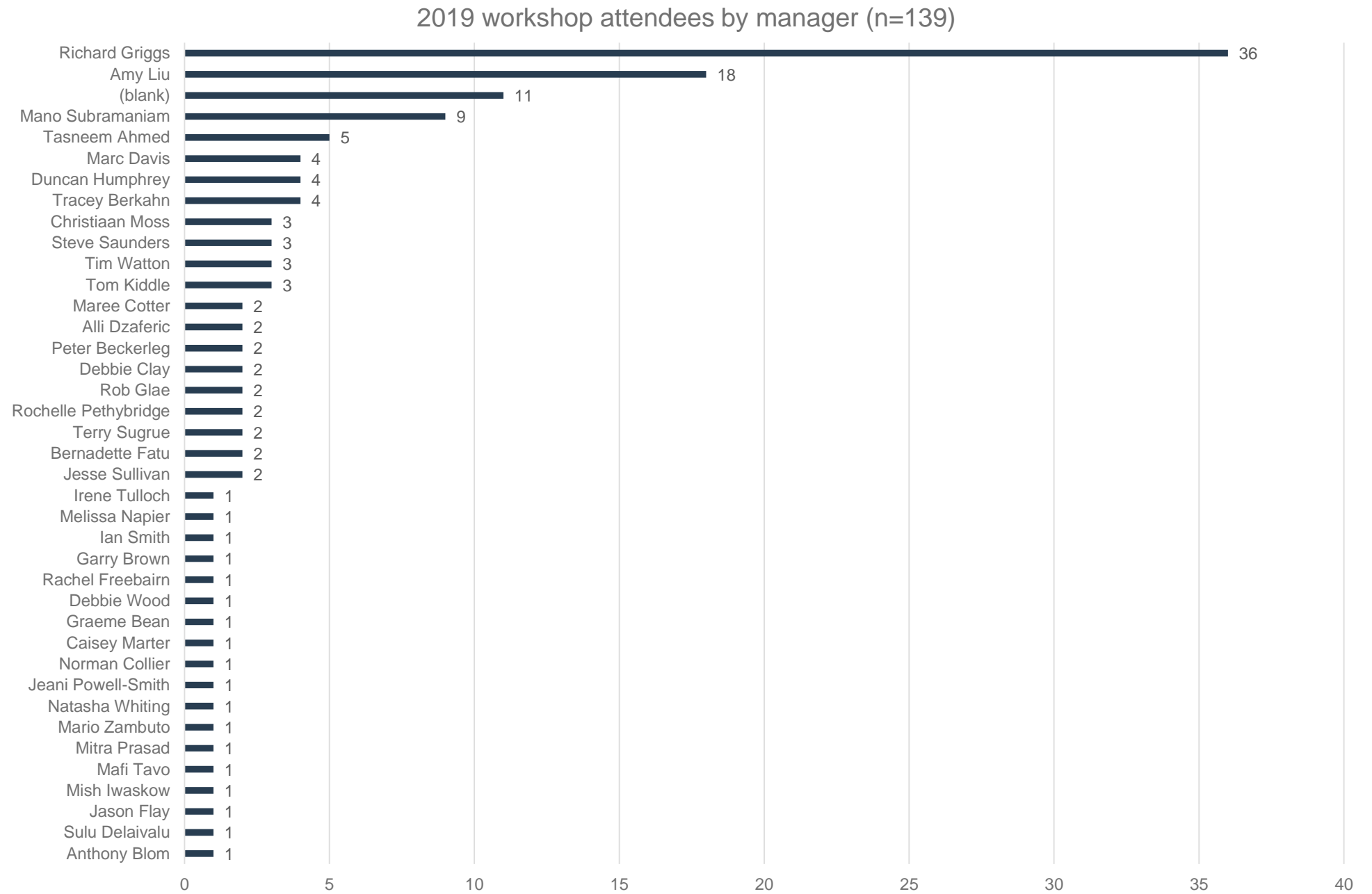


Source: EQ workshop attendance data



# Workshop attendance: manager

Richard Griggs and Amy Liu have put the most staff through the training

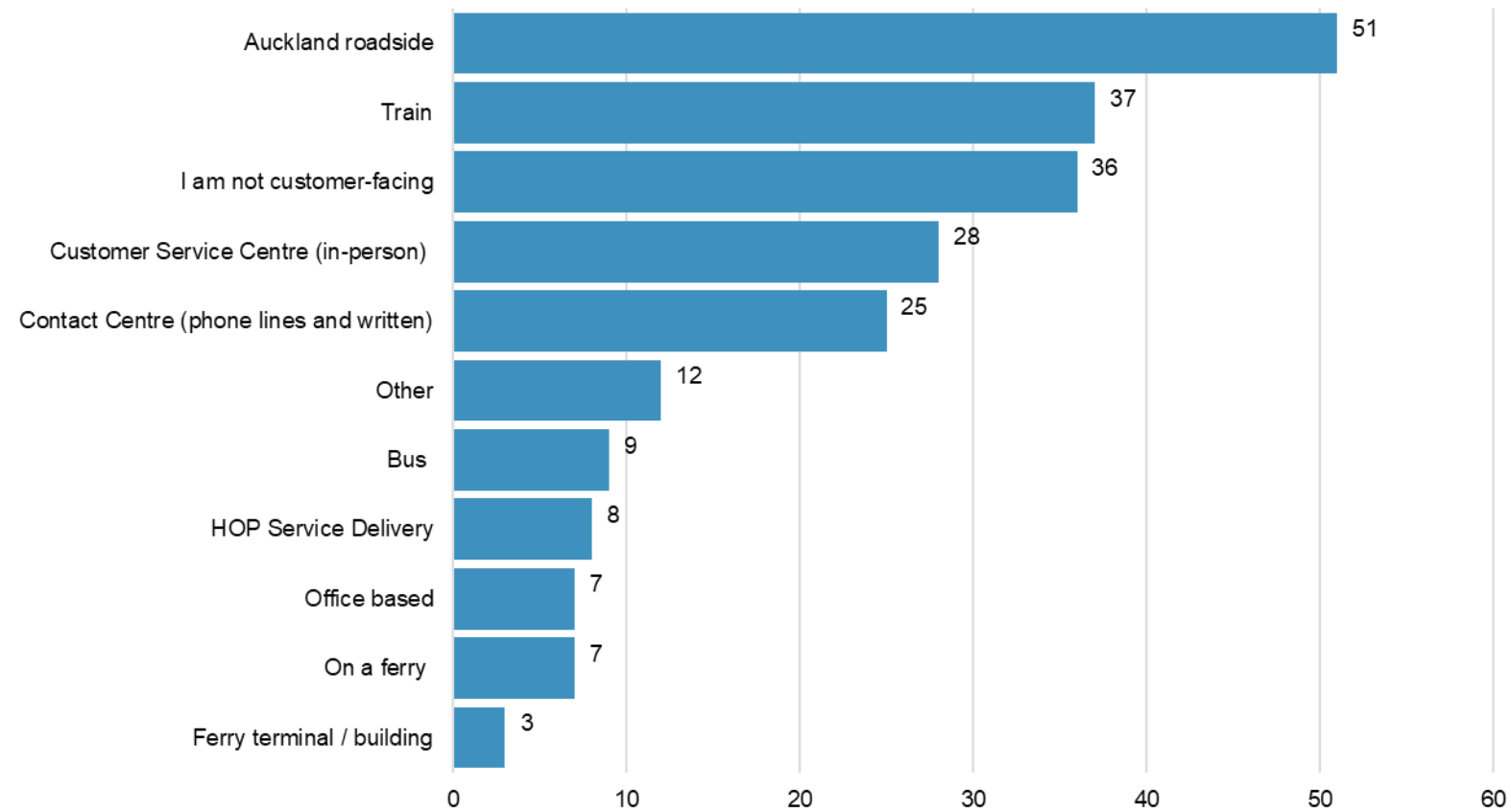


Source: EQ workshop attendance data

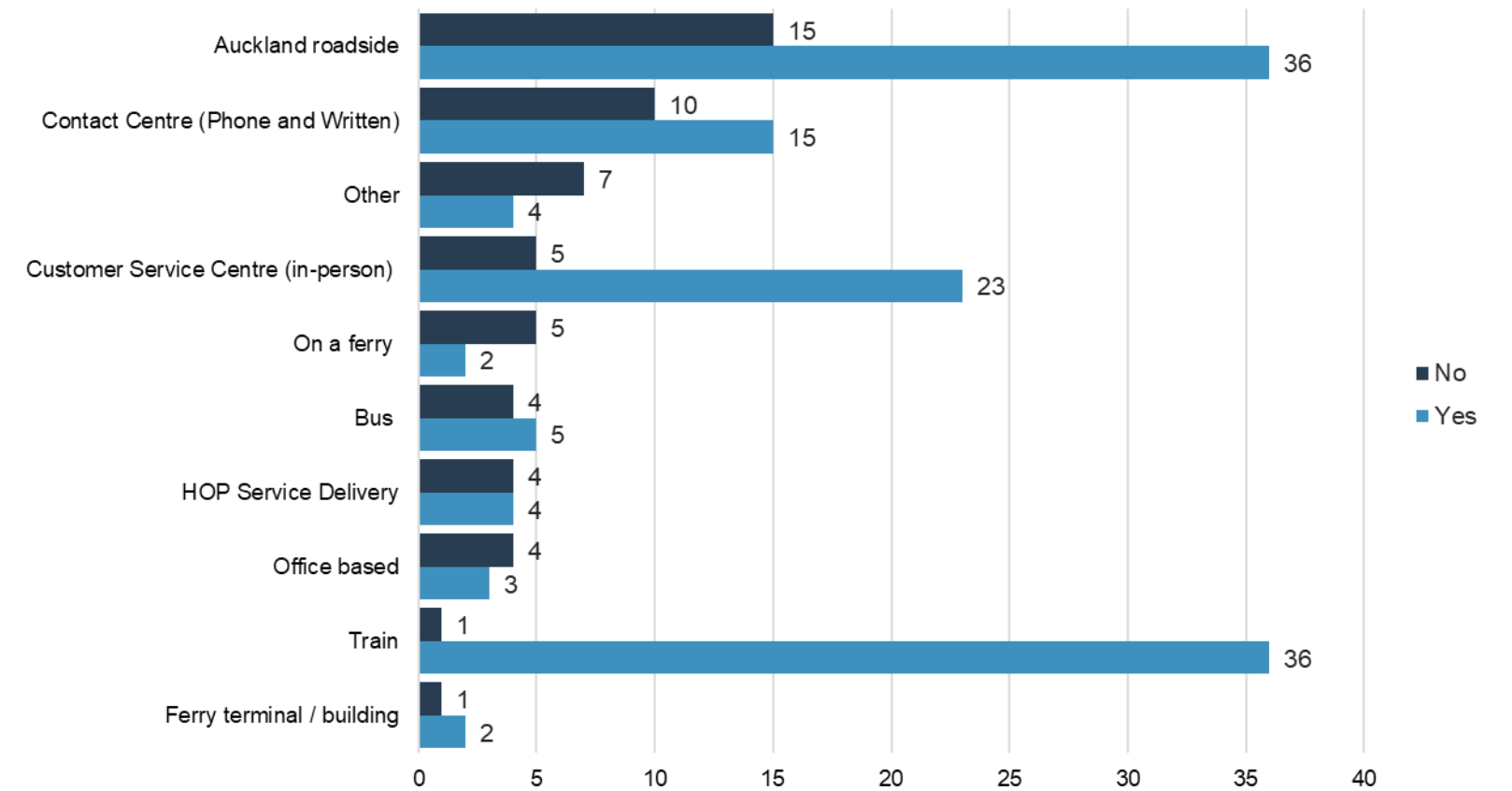
# Survey data

- Survey undertaken in August-September 2019
- 223 participated (187 were eligible)

### What is your day-to-day work environment?



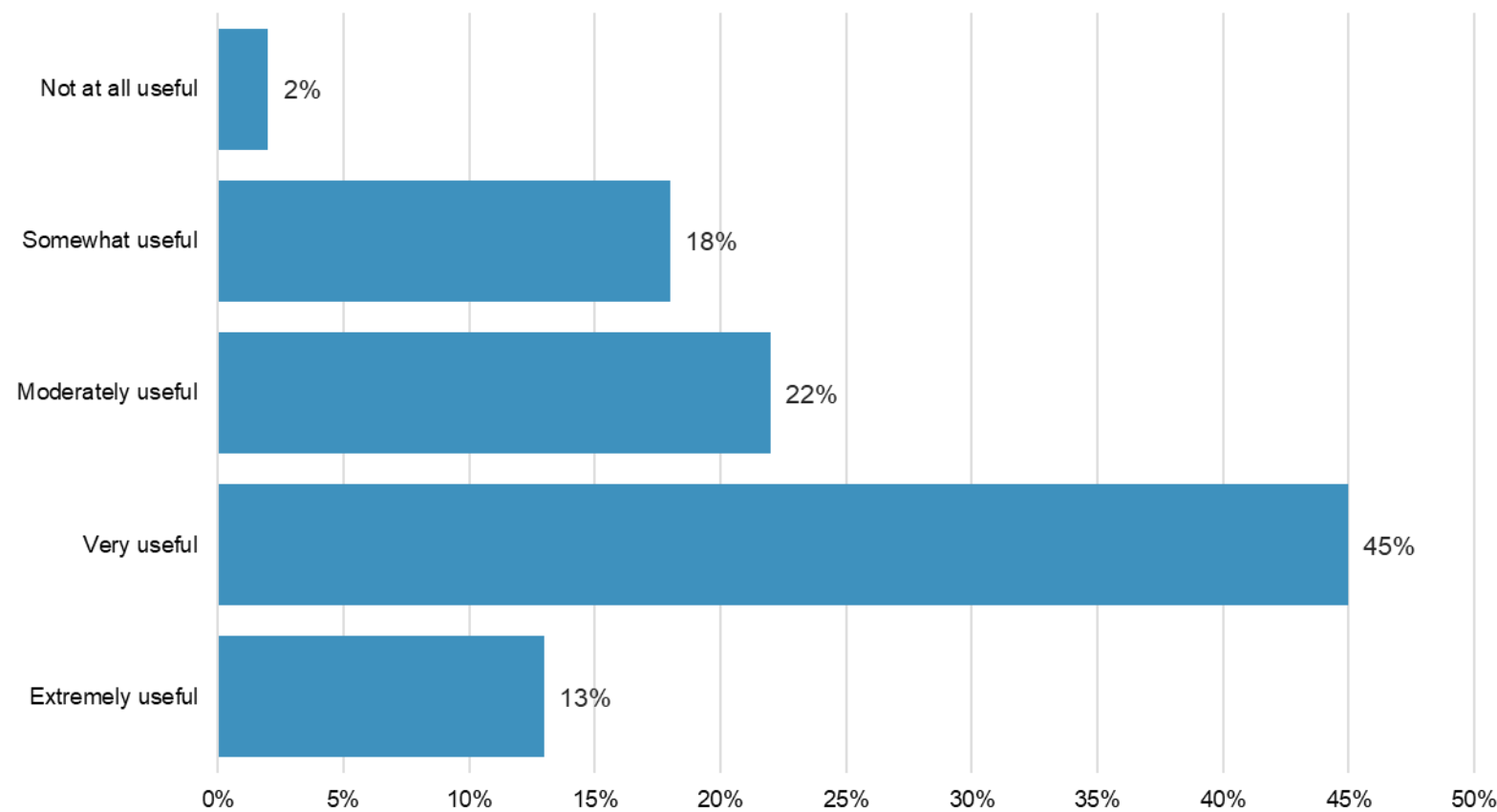
### Have you received any training to deal with threatening or aggressive behaviour from customers?



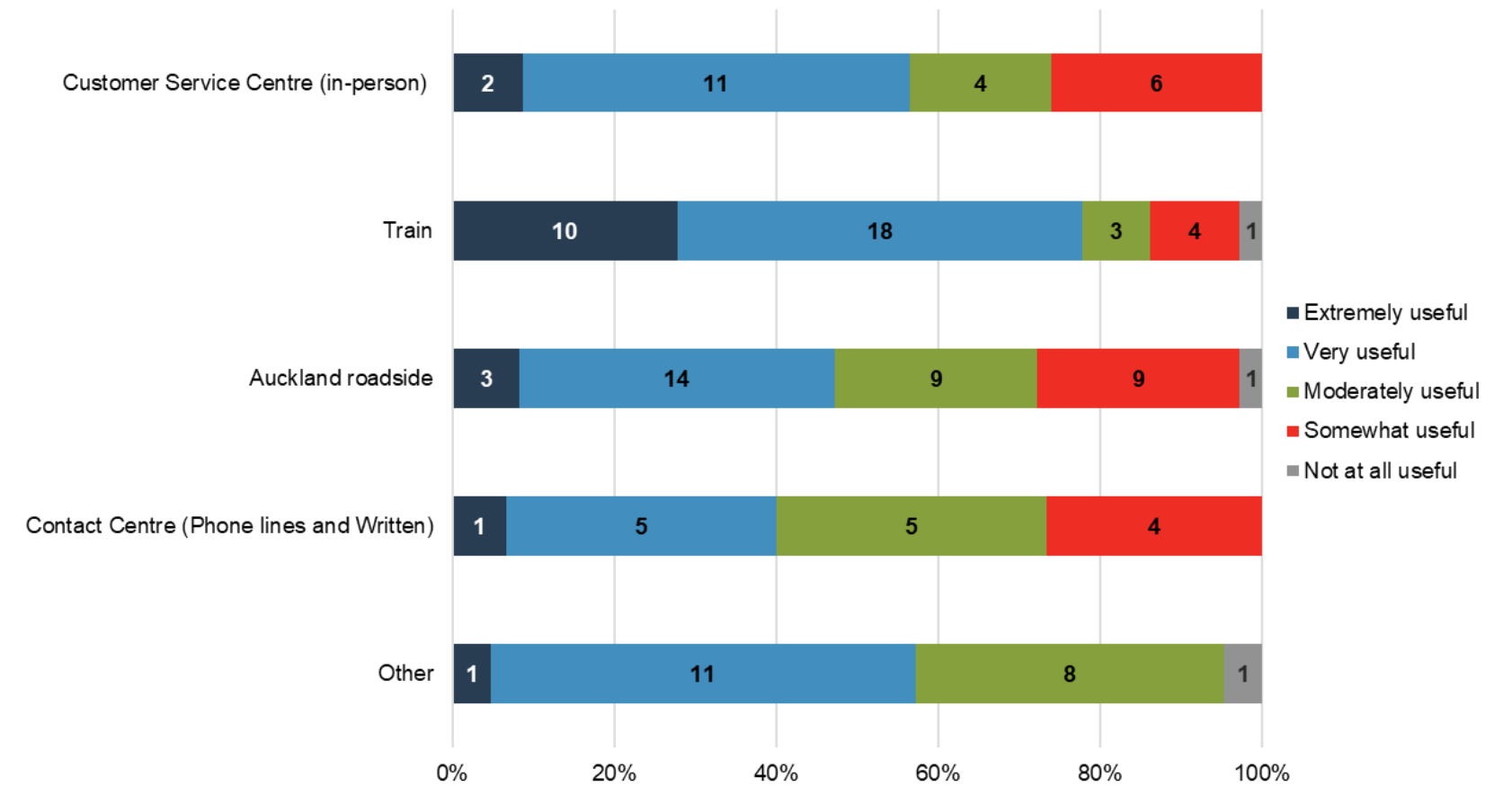
# Survey data

- Survey undertaken in August-September 2019
- 223 participated (187 were eligible)

How useful was the training in helping you deal with threatening or aggressive behaviour?



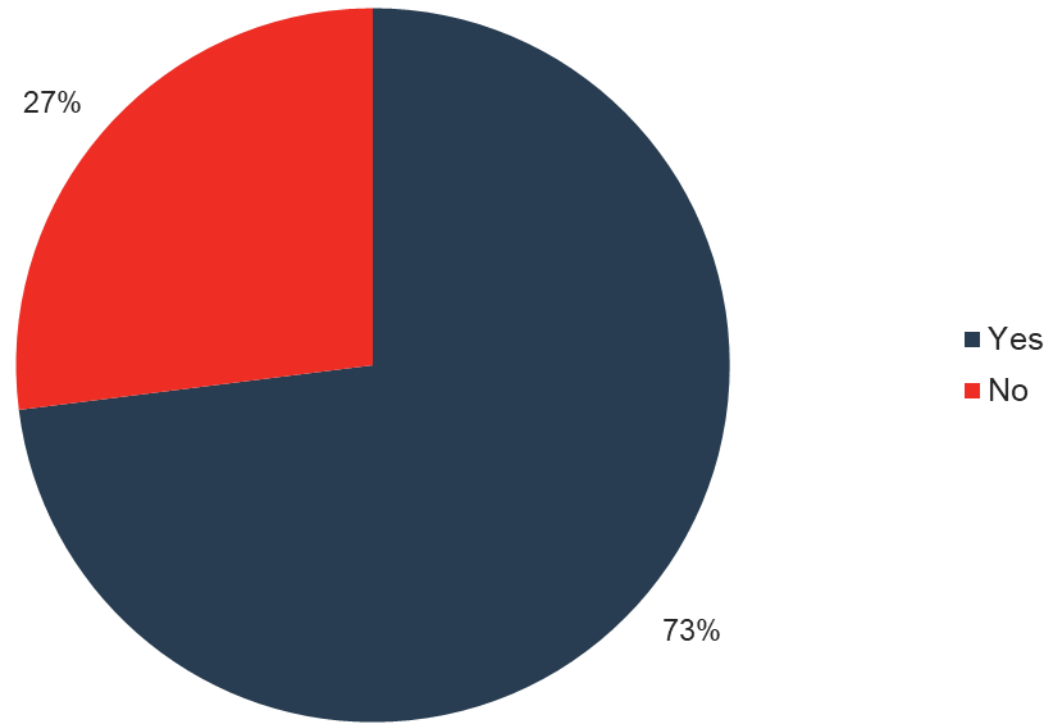
How useful was the training in helping you deal with threatening or aggressive behaviour?



# Survey data

- Survey undertaken in August-September 2019
- 223 participated (187 were eligible)

Have you had any training or guidance on how to report incidents?



Which of the below issues have you reported in the past?

