

Officers' aggression towards PROBATION CLIENTS

The aggression problem:

- * Monitoring of everyday work with probation clients shows a rise in cases of aggression shown by probation officers towards their clients.

The aggression problem:

- * Aggressive behavior of officers towards convicts has passive and active forms.

The aggression problem:

- * Passive forms of aggression towards clients:
 - ✓ Minimizing and formalizing of contacts;
 - ✓ Postponing discussion of actual issues;
 - ✓ Demonstrating undue boredom, vexation and anger.

The aggression problem:

- * Active forms of aggression towards clients:
 - ✓ Rising voice and insulting;
 - ✓ Being rude, threatening and blackmailing;
 - ✓ Physical intervention.

The aggression problem:

- * Aggression of officers towards convicts in probation could be an answer to their active or passive aggression.

The aggression problem:

* Active forms of aggression of convicts in probation:

- ✓ Rising voice and insulting;
- ✓ Swearing;
- ✓ Being rude, threatening and blackmailing;
- ✓ Direct physical intervention.

The aggression problem:

- * Passive forms of aggression of convicts in probation:
 - ✓ Keeping silent;
 - ✓ Rejecting co-operation;
 - ✓ Giving incomplete or false information;
 - ✓ Trying to manipulate the probation officers

The aggression problem:

- * Aggression of officers towards probation clients could be caused by their negative, hostile attitude to the criminal's deeds, personality and behavior. That is the so called phenomenon of the annoying, disgusting person and lawbreaker.

The aggression problem:

- * Officers' unsuccessful self-affirmation at home, at work or in friends' circles might cause aggression towards their clients as a compensatory act.

The aggression problem:

- * Officers' aggression towards their clients might be an expression of a situational anxiety, overexcitement and resentment.

The aggression problem:

- * Officers' aggression towards their clients might be caused by accumulated overstrain , which weakens self-control.

The aggression problem:

- * Officers' aggression towards their clients could be interpreted as a consequence of inefficient dealing with daily stress, caused by various reasons.

The aggression problem:

- * Officers' aggression towards their clients might have been tolerated by the organizational subculture of their unit.

The aggression problem:

- * Our upbringing, beliefs and values could be a source of negative attitude and aggression towards our clients, convicted to probation.

Explanation of aggression:

- * Our dissatisfaction with work and decrease of professional motivation can increase our aggressiveness towards the convicted to probation.

Explanation of aggression:

- * Probation is a rather monotonous activity.
- * If our temper is more sanguine or choleric, the monotony will strain us, will annoy us and will make us more aggression-prone towards convicts.

Explanation of aggression:

- * In everyday life, our essential needs, concerning safeness, self-affirmation and accepting, are often frustrated.
- * That fact increases our aggression towards the clients we work with.

Explanation of aggression:

- * We all tend, to one extent or another, to transfer our personal problems to our work place, which increases our aggression towards the convicted to probation.

Explanation of aggression:

- * Each of us, at different points of our career, leads their battles for a higher status and dominance in the team or organization they work in.
- * This makes us aggressive towards the convicted to probation, too.

Explanation of aggression:

- * Developing the symptoms of the burnout syndrome, consisting of chronic fatigue, depression and losing work motivation, results in increase of aggression towards the convicted to probation.

Aggression control:

- * Getting aware of our own mistakes and our own negative attitude towards probation clients in the context of the mission of the organization and our functional role in it.

Aggression control:

- * Our dissatisfaction with work and decrease of personal motivation make us re-estimate our own claims and expectations and putting more realistic goals.

Aggression control:

- * If we are sanguine or choleric, overcoming the monotony and its negative consequences should be sought in direction of assigning more diverse tasks.

Aggression control:

- * In case our essential needs have been frustrated and that makes us aggressive, we should take into account that it is the same with most people.
- * Difficulties are temporary and optimism keeps the unwanted stress away.

Aggression control:

- * We must remember that we can't blame the convict for our private problems.
- * Let's not forget to be empathic.

Aggression control:

- * Our striving for a higher status and more power at work is quite natural but it must not affect our attitude towards convicts.
- * Those who aim at having more significance in the institution, must follow the rules of interaction with clients.

Aggression control:

- * When we feel fatigue and exhaustion, we must stop and “recharge our batteries”, to prevent outbursts of outrageous aggression towards convicts.

Aggression control:

- * If we feel a flush of anger and know it will grow into aggression, we'd better divert our attention to something pleasant and try to think the situation over with a sense of humor.