

# INTRODUCTION TO MANAGING WORK-RELATED VIOLENCE AND AGGRESSION: GUIDANCE, INSIGHTS AND REGULATION



## Date & Time:

Tue, 11th November 2025, 11:00-12:10



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## Why attend?

Work-related Violence and Aggression can be described as an incident where staff are abused, threatened or assaulted in circumstances related to their work.

Unmanaged, it can pose a risk to the safety, health, and well-being of workers and have a negative impact on your business or enterprise.

Join the Health and Safety Authority (HSA) and State Claims Agency for a free webinar focused on:

- The nature and impact of violence and aggression at work.
- Current data and insights from the State Claims Agency on incidents, claim trends and case studies.
- The HSA's latest guidance and resources for employers and employees.
- Insights from our inspection programme, key findings and advice on compliance.

## Webinar agenda

**11:00-11:05:** Chairperson: Elaine Murphy, Senior Inspector and Organisational Psychologist, Health and Safety Authority

- Opening of webinar

**11:05-11:20:** Paraig Earley, Inspector, HSA

- Guidance and resources in managing Violence and Aggression

**11:20-11:35:** Max Parry, Inspector, HSA

- Overview of regulation and inspection in area of work-related Violence and Aggression

**11:35-11:50:** Brian Larkin, Senior Enterprise Risk Manager, State Claims Agency

- Incidents of Violence and Aggression, claim trends and informative case studies

**11:50-12:10:** Q&A and wrap up

## Who should attend?

This webinar will benefit employers and their employees in sectors who have a public facing role such as retail, hospitality, service industries, public sector and transport. It is also beneficial to safety professionals, employer and employee representative bodies and State Agencies.