

## **Abstract**

The bachelor thesis on the topic "Communication strategies in coping with an aggressive patient" focuses on the issue of patient aggression in emergency departments. In the theoretical part, there is an excursion into the issue, which generally deals with the causes of aggression and the role of communication in solving and preventing aggression. The empirical part is devoted to the evaluation of data obtained in the form of a non-standardized questionnaire on a sample of 102 respondents from five hospital facilities. The evaluation found that 96% of all respondents encounter a manifestation of aggression, with verbal aggression predominating, but a high proportion of brachial aggression was also found. Brachial aggression is reported by 78% of respondents. The most common target of aggression is nursing staff. The most common cause of aggression was clearly identified as intoxication of the patient, where alcohol was the riskiest substance. The results revealed several interesting findings, especially the declining sense of self-confidence to handle a physically aggressive patient with increasing age of the respondents. Furthermore, the results indicated a higher interest of the survey participants in mandatory training in communication with an aggressive patient. The thesis also includes recommendations for practice based on the results of the survey and a final summary.