

## **Summary**

This thesis main goal is to map the most frequent acts of aggression by clients of low-threshold treatment programs for children and young adults and suggest the right reactions, which should be used towards them. Thesis is made primarily for social workers in low-threshold treatment programs for children and young adults, but its outcome can be also used by variety of social workers in general.

Theoretical part of this thesis focuses on explaining basic terms connected with the topics of aggression, communication and conflict. Empiric part consists of real-life situations experienced by social workers in low-threshold treatment programs. Both parts then result in universal manual for working with aggressive clients

## **Keywords**

Aggression, communication, conflict, low-threshold facilities for children and youth