



## Personal Safety and Conflict Resolution

On average 6 million people work alone in the UK. This figure is expected to rise as the continued change in working habits means more remote working. Lone workers can be inside or outside the work base so the question we need to consider is: Are your lone workers safe? This training has been designed to address concerns relating to potential violence/ challenging behaviour and personal safety at work

Course title:	Personal Safety and Conflict Resolution
Length/duration of course	1 day. 6 hours average contact time
Course aims	To increase awareness of the risks to personal safety whilst working alone, to ensure compliance with personal safety policy and procedures and to develop practical strategies for avoiding, reducing or managing the risk of violence at work
Course outcomes	<p>As per Day 1 of the Introduction Level, plus</p> <p>By the end of this workshop, delegates will be able to:</p> <p>Recognise the common causes of violence at work</p> <p>Consider organisational, team and personal strategies and control measures in relation to 'dynamic and planned' risk assessment for lone working (based on the HSE 5 steps to risk assessment)</p> <p>Understand the theory of the crisis cycle/behaviour escalation – relating this to triggers, early warning signs, self-awareness and self-control</p> <p>Use words and body language and active support to respond to and reduce heightened anxiety and aggression: calming techniques, empathy, active listening, redirection and planned ignoring – basic techniques you can use and apply to relevant case studies</p> <p>Understand what is meant by conflict and reflect on your own conflict management style</p> <p>Understand the legal framework and the roles and responsibilities of the organisation, managers and employees alongside national/local policy in relation to reasonable force</p> <p>Demonstrate competency in release techniques as determined within a risk audit.</p> <p>Understand the importance of accurate record keeping including incident reporting, debrief and protocols relating to those known to be aggressive or potentially aggressive</p>
Participant profession	All staff who lone work within or outside the workplace