

Frontline Conflict Preparation, Response and Review Tool

Prepare a public-facing interaction, brief staff authority, record changing risk, and review the response after conflict or aggression.



VERSION	v1.1	PUBLISHED	August 2026	REVIEW	Annually or after an incident
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HOW TO USE THIS TOOL

Work through it before a task where conflict is foreseeable, keep it to hand during the work, and complete the review section afterwards. Retain the completed record within your safety management system.

1	PREPARE
Task and purpose	
People involved	
Location and access	
Known warning information	
Expected triggers	
Staffing and cover	
Communication and check-in	
Exit route and alarm	
Manager support	
Conditions for stopping	
NOTES AND ACTIONS	

2	RECOGNISE
[]	Behaviour: tone, volume, pace, repetition, fixation.
[]	Environment: exits, obstacles, lighting, others present.
[]	Audience: whether an onlooker is escalating or recording.
[]	Distance: whether personal space is being closed down.

2

RECOGNISE

- ☐ Targeting: whether hostility is general or aimed at you.
- ☐ Visible objects that could be used as a weapon.
- ☐ Signs of intoxication, distress or crisis.
- ☐ Your own capacity to think and act clearly.

NOTES AND ACTIONS

3

RESPOND

- ☐ Use short language. One question at a time.
- ☐ Acknowledge the concern without surrendering the boundary.
- ☐ Offer realistic choices rather than ultimatums.
- ☐ State a clear consequence if the behaviour continues.
- ☐ Keep hands visible and posture open.
- ☐ Avoid debating the recording, the policy or who is right.

NOTES AND ACTIONS

4

WITHDRAW AND ESCALATE

Threshold for pausing

Threshold for leaving

Threshold for ending a call

How to request support

When to activate an alarm

When to call emergency services

NOTES AND ACTIONS

What happened, in facts	
Exact significant words used	
Support given to the worker	
Related or repeat incidents	
Control failures identified	
Changes required	
Owner and date	
Evidence of completion	
NOTES AND ACTIONS	

LIMITATIONS

This tool does not decide liability, criminal offences, emergency-service action, safeguarding thresholds or whether a particular incident is reportable. Use competent advice for the circumstances involved.

SUPPORT

Safety Solutions Training delivers practical conflict management and lone worker safety training built around the situations your staff actually face. Call 02920 657753 or visit safetysolutionstraining.co.uk.

ADDITIONAL NOTES, ACTIONS AND FOLLOW-UP