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**Conflict Management and Lone Worker Personal  
Safety for Social Housing Providers (Trades)**

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**SAFETY SOLUTIONS**  
TRAINING LIMITED

**Safety Solutions Training Limited**

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## **Conflict Management and Lone Worker Personal Safety for Social Housing Providers (Trades)**

### **Course Background**

Many employees in today's society can encounter confrontational situations in the workplace. Employees may become victims of verbal abuse, harassment, threats or even physical violence. Confrontation of any nature can impact on staff confidence and on their ability to maintain their role, if they are not supported and trained to deal with issues proactively and effectively.

### **Overview**

This one day training course aims to provide participants with a host of skills and strategies to deal effectively and safely with confrontation. The combination of theory and practical participation, provides delegates with the opportunity to discuss and explore such issues in a safe learning environment.

### **The Trainer**

Vince Donovan, served thirty years' as a police officer with South Wales Police. During his career, he engaged in a variety of challenging roles that included; community policing, CID, firearms, community safety, hate crime management and counter terrorism.

Over the past 17 years, Vince has delivered training to over 350 organisations throughout England and Wales. He is a national keynote speaker on the subject of managing violence and aggression in the workplace and provides specialist training for regional IOSH groups across the country.

### **Learning Objectives**

- General safety while visiting properties alone (risk assessments/red flag warning systems)
- Lone worker safe systems of work - communication and emergency reporting procedures
- Safe parking (theft awareness, trades vehicle/tools etc.)
- Safe actions/responses when approached by a dangerous dog/s
- Encountering tenants who may be under the influence of drink or drugs
- Employee legal responsibilities to report safeguarding concerns
- Engaging with tenants who present possible mental health concerns
- Possible entrapment issues
- Mitigating malicious allegations (theft, damage or inappropriate behaviour)
- Sexual advances/assault upon a member of staff (gender specific issues)
- Safe responses/removal strategies when subjected to violence/aggression
- Staff present during violent domestic disputes or disputes with neighbours
- Establishing that a parent/guardian has left the property leaving an unattended child unsupervised
- Cultural and diversity awareness
- Employee duties to report work related risks



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**Course Content**

- Open discussions - risks associated with the workplace
- Health and Safety legislation in relation to workplace violence
- Effective use of body language and communication skills during confrontational situations
- Managing confrontation through distractions and interpersonal skills
- Lone worker safe systems of work, employer and employee responsibilities
- Safety considerations when visiting individuals in their homes/public places
- Recognising potentially unsafe situations or situations of deteriorating safety i.e. anger and aggression, (phone abuse) sexual advances/inappropriate conduct, etc.
- Safe removal strategies
- Legislation in respect of self defence
- Basic self-defence and breakaway skills; stance and movement, releases from various wrist, clothing and throat grabs (*optional*)
- Effective incident report writing
- Post Incident procedures and support

**Duration:**

One day course

Commence: 9:30am

Finish: 4.30pm

Delegates are able to download handouts associated with the training and receive a certificate of attendance.