



**Conflict Management & Lone Worker
Personal Safety Training for Social Housing Providers**



SAFETY SOLUTIONS
TRAINING LIMITED

Safety Solutions Training Limited

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Course Background

Many employees in today's society can unfortunately encounter confrontational situations in the workplace. Employees may become victims of verbal abuse, harassment, threats or even physical violence. Confrontation of any nature can have a significant 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 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 18 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 often provides specialist training for regional IOSH groups across the country.

Vince regularly participates in interviews on national BBC radio on the subject of personal safety and issues covering radicalisation and violent extremism.

Learning Objectives

- Personal safety when visiting or meeting individuals in any lone working situation
- Be able to identify situations where their personal safety may be at risk
- Personal online digital security
- Be able to recognise the signs and effects of alcohol, drugs/solvents and mental health issues exhibited by individuals
- Appreciate how confrontation may be expressed through the use of body language
- Be able to use effective communication skills and positive body language to diffuse and manage confrontational situations
- Safe exit strategies when engaging with individuals
- Know when and how to produce effective incident reports after being involved in a challenging situation



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Course Content

- Open discussions - risks associated with the workplace
- Health and Safety legislation in relation to workplace violence
- Digital online security; avoiding online harassment
- Effective use of body language and communication skills during confrontational situations
- Safety when visiting tenants at their homes. Lone worker safe systems of work; communication responsibilities and dynamic risk assessment
- Managing confrontation through distractions and interpersonal skills
- Recognising potentially unsafe situations or situations of deteriorating safety i.e. violence and aggression, sexual advances/inappropriate conduct, malicious allegations, possible entrapment situations
- Basic actions to take when approached by a dangerous dog
- Spatial awareness and various escape strategies
- Legislation in respect of self defence
- Basic self-defence and breakaway skills; stance and movement, releases from various wrist, clothing and throat grab, blocking skills (*optional*)
- Post incident procedures, formulating robust incident reports aimed at identifying risks and providing a detailed account of a situations

Duration:

One day course

Commence: 9:30am

Finish: 4.30pm