



**Conflict Management & Personal Safety
in the Workplace**



SAFETY SOLUTIONS
TRAINING LIMITED

Safety Solutions Training Limited

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Conflict Management & Personal Safety in the Workplace



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 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 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

- Be able to identify situations where personal safety may be at risk.
- Appreciate how confrontation may be expressed through the use of body language
- Be able to recognise the signs and effects of alcohol, drugs/solvents and mental health issues exhibited by individuals
- Be able to use effective communication skills and positive body language to diffusive and manage confrontational situations
- Personal safety when visiting or engaging with members of the public in any lone working situation
- 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
- Online digital security awareness - confrontation online
- Recognising potentially unsafe situations, or situations of deteriorating safety
- Effective use of body language and communication skills in confrontational situations
- Case study exercises - managing confrontation through distractions and interpersonal skills
- Post Incident support
- Spatial awareness and various escape removal strategies
- Legislation in respect of self defence
- Basic self-defence and breakaway skills; stance and movement, releases from various wrist, clothing and grabs, blocking skills (*optional*)
- Effective incident report writing

Duration:

Commence **9:30am**

Finish: **4.30pm**

All attendees receive a comprehensive course handout and certificate of attendance