



**Conflict Management Training
for Public Service Vehicle Staff**



SAFETY SOLUTIONS
TRAINING LIMITED

Safety Solutions Training Limited

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Conflict Management Training for Public Service Vehicle Staff



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

- Know how to plan and organise their work to minimise risks to their personal safety
- Be able to identify and adopt practical ways of protecting their personal safety while at work
- Be able to identify situations where their personal safety may be at risk.
- Be able to recognise the signs and effects of alcohol, drugs/solvents and mental health issues, exhibited by individuals
- Appreciate how confrontation may progress through the use of body language
- Use various communication skills and positive body language to diffusive confrontational situations
- Know when to report incidents and how to record effectively



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Course Content

- Open discussion on risks associated with the workplace
- Health and Safety legislation in relation to workplace violence
- Effective use of body language and communication skills in confrontational situations
- 'Fight or Flight' - the natural response to stress
- Managing confrontation through distractions and interpersonal skills
- Legislation in respect of self defence
- Basic breakaway and self defensive skills - a last resort in unavoidable situations (optional)
- Skills Practice – dealing with abuse, harassment and confrontational situations
- Formulating robust incident reports - aimed at identifying risks and providing a detailed account of a situation

Duration:

Commence 9:30am

Finish: 4.30pm

All attendees receive a comprehensive course handout and certificate of attendance