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**Lone Worker Personal Safety  
& Conflict Management for Trades Staff**

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**SAFETY SOLUTIONS**  
TRAINING LIMITED

**Safety Solutions Training Limited**

[www.safetysolutionstraining.co.uk](http://www.safetysolutionstraining.co.uk)

Tel: 02920 657753



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## Lone Worker Personal Safety & Conflict Management for Trades Staff

### Course Background

Professionals such as electricians, gas engineers, plasterers, roofers, builders within the trades, etc. who visit clients' homes may encounter a host of challenging circumstances.

On many occasions, as lone workers, they can face unique situations and challenges, including engaging with challenging clients, working in difficult home environments, and encountering aggressive or dangerous dogs while working at properties.

Safety Solutions Training Ltd. is delighted to introduce our highly interactive one-day in-house or virtual training course tailored to meet the specific needs of lone trades workers. This comprehensive course aims to empower participants with the strategies necessary to manage an array of challenging situations and address various concerns.

Participants will have the opportunity to engage in discussions, share experiences, and delve into these critical topics with our expert trainer in a safe and interactive learning environment.

By the conclusion of the course, participants will possess the knowledge and skills necessary to recognise and de-escalate potentially volatile situations, manage their emotional responses effectively, and develop a confident and proactive approach to dealing with a wide range of confrontational scenarios, including complex client issues and when encountering aggressive dogs.

### The Trainer

Vince Donovan brings an impressive wealth of experience to his role as a trainer. With over 30 years of dedicated service as a police officer with South Wales Police, Vince has navigated a diverse range of challenging roles, including supporting victims of crime, managing critical incidents, and delivering training to fellow police officers. His extensive background uniquely qualifies him to impart knowledge and expertise in personal safety, lone working, and conflict resolution in the workplace.

Over the past two decades, Vince has successfully provided tailored training to over 400 organisations throughout the UK, spanning from small businesses to large corporations. Beyond his training commitments, Vince is a highly sought-after keynote speaker, regularly featured at regional IOSH Branch events nationwide. In these engagements, he shares his profound knowledge and insights on effectively managing workplace violence and aggression. Vince's dedication to enhancing workplace safety and his ability to connect with a range of audiences make him a respected figure in the field of safety training.



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## Lone Worker Personal Safety & Conflict Management for Trades Staff

### Course Content

Throughout this specialised in-house or online virtual training course, participants will:

- Follow organisational policies, lone worker procedures, and incident reporting protocols.
- Recognise and analyse potential challenging situations, involving residents or visitors who may be at or visiting the property.
- Identify the early signs of aggression.
- Explore effective communication techniques and safe strategies that promote de-escalation and conflict resolution.
- Address complex client issues, including clients who may be under the influence of alcohol or drugs, suffer from mental health-related issues, hoarding behaviours, exhibit inappropriate behaviour, or present safeguarding concerns.
- Participants will learn strategies to approach situations with empathy and professionalism and understand appropriate actions to take.
- Learn how to respond if confronted by a dangerous dog, either at the door or inside the property.
- Gain an understanding of legal rights and responsibilities in confrontational situations.

### Duration:

**One day course in-house or virtual training course**

*Start: 9.00 am.*

*Conclude 4.30 pm*

**Condensed half day in-house or virtual training course**

*Start: 9.00 am.*

*Conclude 12.00 pm*

*Start: 1.00 pm.*

*Conclude 4.00 pm.*

*All delegates receive a certificate of attendance and a comprehensive handout covering the areas discussed during training.*