



**Conflict Management & Lone Worker Personal
Safety for Letting and Estates Agents**



SAFETY SOLUTIONS
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Conflict Management & Lone Worker Personal Safety for Letting and Estates Agents

Course Background

Working in the letting and estates agency sector often requires employees to conduct solitary tasks, such as property viewings, site visits, and client meetings, where they are considered lone workers. This inherent aspect of the job presents unique risks and vulnerabilities that must be addressed through comprehensive training and safety protocols.

The nature of the estate industry exposes professionals to potentially volatile situations involving disgruntled clients, aggressive individuals, or even criminal elements. Lone workers may find themselves in isolated environments, dealing with confrontational individuals without immediate support or backup. These circumstances heighten the risk of verbal abuse, physical altercations, or other forms of violence.

Moreover, the handling of valuable properties, keys, and sensitive information can make letting and estates agents targets for theft, burglary, or other criminal activities, further compounding the risks associated with lone working.

Employers in the letting and estates agency sector have a legal obligation to assess all risks to the health, safety, and welfare of their employees, including the specific risks associated with lone working. Failure to implement appropriate measures to prevent or mitigate these risks can lead to serious consequences, including physical harm to employees, legal liabilities, and reputational damage.

To address these concerns, specialised training in conflict management and personal safety for lone workers is essential. This training equips letting and estates agents with the knowledge, skills, and strategies necessary to navigate potentially dangerous situations effectively, while also providing them with the tools to prevent escalations and maintain their personal safety.

By investing in comprehensive lone worker personal safety training, employers in the letting and estates agency sector can fulfil their legal obligations, protect their employees, and foster a culture of safety and preparedness within their organisation.

Training Delivery

This one-day training course is designed to provide Letting and Estates Agency staff with the necessary skills and strategies to carry out their work in the safest possible manner.

Training is delivered in a relaxed, informal and flexible manner, with emphasis on the opportunity for questions and discussion.

The learning process is very interactive and involves a variety of exercises designed to educate and motivate participants.



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Course Content

- Open in-depth discussion on risks when working alone: explore unique risks and vulnerabilities faced by lone workers in letting/estates agencies, including potential exposure to aggressive behaviour, criminal activities, and isolated environments without immediate support or backup.
- Comprehensive overview of Health and Safety legislation responsibilities: legislation, strongly emphasising employers' legal obligations to assess and effectively mitigate risks associated with lone working, as well as employees' responsibilities to strictly adhere to safety protocols and reporting procedures.
- Lone worker risk assessments: Equip participants with comprehensive skills to conduct thorough risk assessments for lone working situations, including the critical ability to dynamically assess and adapt strategies to changing circumstances or escalating risk levels during assignments.
- Establishing effective communication systems: Explore best practices for establishing reliable, robust communication systems and protocols to maintain contact with lone workers, ensuring their optimal safety and enabling prompt emergency response in case of incidents.
- Digital Security Awareness: Understand the importance of digital security in safeguarding personal and professional information and recognise signs of digital harassment or threats.
- Travelling safely alone: Address potential risks associated with travel to and from appointments when working alone, providing strategies for maintaining personal safety whether walking, using public transportation, or driving, with a strong focus on situational awareness and preventive measures.
- Approach for client meeting safety: Develop a comprehensive, end-to-end approach to personal safety throughout the entire process of a client interaction, from pre-meeting preparations, risk assessments, to post-meeting follow-up and thorough incident reporting.
- Recognising unsafe situations and implementing exit strategies: Enhance participants' ability to quickly identify early warning signs of potential conflicts or situations of deteriorating safety, equipping them with techniques to accurately assess risk levels and implement effective exit strategies to remove themselves from harm's way.
- Managing confrontation through skills: Provide training in verbal de-escalation techniques, including the strategic use of distractions and interpersonal skills to professionally diffuse confrontational situations and prevent further escalation.
- Mastering incident reporting and post-incident support: Emphasise accurate, detailed incident documentation following guidelines and best practices to identify risks and support organisational improvement. Discuss resources prioritising lone workers' physical and psychological well-being after traumatic incidents.