

Personal Safety and Conflict Management

Who is the course Aimed At?

This course is for any person who lone works with clients/ public /contractors outside of the company workplace.

Course duration (3 – 6 Hours)

Objectives

For staff to learn how to understand themselves and others to better manage their personal safety and conflict situations when lone working and at potential risk of harm.

Training Course Content

- Understanding relevant Legislation, Controls and Consequences
- Understanding Behaviours: Definition of Anger, Types of aggression
- Body language: what is it, reading it, using it.
- Recognising escalating and/or difficult situations
- Personal Space, how to respect and expect it
- Develop techniques for defusing difficult situations – Conflict Management
- Identify personal safety measures including exit strategies
- Procedures (specific to organisation) before and after an incident

All training is customized to the client and includes a scoping session and use of company related documents, e.g. risk assessments/method statement, if required.

The cost will vary depending on whether this is a ½ or full day session.