

Combined Personal Safety and Conflict Resolution with Breakaway Skills Course

Course Overview

This course is aimed at public sector employees who are potentially at risk of verbal or physical aggression in the workplace. We work with the delegates to identify and discuss situations where risks could arise and how they might cope when put under duress or in danger. We allow time for problem sharing and there are plenty of opportunities to ask questions. The course takes place in the safety of a classroom environment.

Course Aims/ Objectives:

By the end of the course delegates will be able to:

- Identify risk and be aware of how and when to communicate and when to exit safely
- Understand how to carry out contingency planning
- Communicate effectively through use of verbal & non-verbal communication skills to calm a situation by defusing conflict & handling aggression
- Recognise how to manage personal stress in a potentially violent or aggressive situation
- Understand and be able to deploy a range of strategies suitable for lone workers
- Be able to debrief following an incident

Course Outcomes:

At the end of the course, delegates will have a greater awareness of the risks they could face in their working environment and how to avoid or minimise these risks. They will be able to manage risk whilst conducting their duties. They will also have an understanding of the Health & Safety at Work Act, their rights / their responsibilities under the Act and other rights under current UK legislation. Delegates will have a greater understanding of their own instinctive reactions during confrontation.

Employer Benefits:

The negative effects of violence in the workplace will be significantly reduced, resulting in:

- Fewer incidents of violence
- A calmer, more secure workplace
- Staff that feel safer and more confident at work
- Higher staff satisfaction and retention
- Better productivity and fewer sick days
- Happier, safer and more confident staff
- Higher productivity
- Reduced risk of litigation, Health & Safety visits and adverse publicity.

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