

Sample One-Day Course Outline

This course can be tailored for either front line staff or managers. The Trainer will develop a course and agree the contents of it ahead of time with you, dependent on the needs of the group and your specific requirements.

The Aim of the Course:

To explore the issues of Personal Safety at Work and through proactive, practical strategies help individuals and the organisation to reduce their specific risks and improve the safety of their staff.

Benefits of attending this course:

- Raised awareness of the importance of personal safety at work, including the legal perspective.
- Exploration of specific concerns that the group may face achieving a balanced approach to risk.
- Gaining insight in to best practice guidance for strategic approaches to reducing and controlling Personal Safety risks
- Development of individual practical skills and strategies and the confidence to avoid or manage situations that may threaten staff's personal safety at work
- Gaining knowledge about the effects of violence or aggression at work to allow the organisation to take measures to support staff and fulfill its responsibilities.
- Production of Personal Action Plans that individuals can adopt to help keep themselves safe.
- Summary of action points for the organisation to implement to help manage Personal Safety at work.

Contents of session

Why is Personal Safety important? Dependant on the needs of the group we may look at:

- ✓ Exploring the legal perspective - identifying the responsibilities of the organisation, line managers and individual employees and introducing measures you can use to ensure you are complying with the requirements.
- ✓ The risks that relate to the group - using Dynamic Risk Assessment Techniques to identify the groups personal safety concerns and put them into perspective.

Reducing the Risks. Dependent on the needs of the group we will agree on some of the following areas:

- ✓ Analysis of some of the causes of violence and aggression in your workplace and working towards managing those that are within your control.
- ✓ Strategies for travelling out and about safely, whether by public transport, by car or on foot.
- ✓ Tracing Systems. How to keep in contact with lone workers when they are away from base.
- ✓ Lone working safely, whether at the office, on reception, in retail or other environments.
- ✓ Visiting in other People's Homes, either cold calling at the door or going inside the home.
- ✓ Managing risks from people known to be potentially aggressive. Keeping records, communicating concerns to staff and employing safe working systems.
- ✓ Developing Policies, Procedures and Safer Working Practices and engaging staff in the process.

Managing difficult situations and potential aggression. In some instances it may be appropriate to introduce your delegates to some key skills and strategies for managing potentially aggressive or violent situations.

- ✓ Recognising the early warning signs and exploring the appropriate responses at different stages of aggression.
- ✓ Controlling your own response and behaviour. Concentrating on the effect that anxiety and fear can have on us and using techniques to help control our own reaction, to enable us to respond appropriately and avoid reacting impulsively to situations.
- ✓ We look at the components of communication in order to defuse and resolve conflict, working on using body language and tone effectively. We can also explore personal space and dealing with demands, threats and exit strategies.

Supporting Staff after an incident. If necessary we can cover how to support staff, other team members and the organisation, should an incident occur.

- ✓ Understanding some of the effects of an aggressive or violent incident.
- ✓ Supporting those involved. Signposting to the kinds of assistance staff may need after an incident. This may include counseling, time away from the job, legal support. It is important to recognise that it is not always just the person involved in an incident that is affected.
- ✓ Exploring the importance of reporting. Looking at how you fulfill your legal obligations and learn from incidents.

Planning your own actions. To make training effective the organization and individuals need to commit to make changes after the session. Dependent on the group we may facilitate delegates to:

- ✓ Prepare action plans for the organisations and teams so that they can carry the ideas forward and make changes to working practices.
- ✓ Prepare individual action plans of ideas and strategies that can be adopted by group members to help them keep safe.

Our courses are learner centred and we will endeavor to use a variety of learning styles to adapt to the needs of the group. This may include using case studies, sharing personal experiences, group challenges and individual reflection. We encourage delegates to take responsibility for their own learning and the courses are run in style that facilitates individual and group interaction and participation.

We always evaluate our training days and are able to assist you with completing longer-term evaluation of the delegates retention and the effectiveness of the messages should you wish.