

Working alone can potentially put you at greater risk. Therefore it is essential that you understand how to reduce your exposure to risk and put in place practical measures so that you are able to take personal responsibility for your own safety.

This course has been designed on a practical model of what lone workers do, to be clear about the challenges they operate with, the working environment they want to create and the relationships they need to build and sustain, supporting them to:

- Increase their awareness of the risks associated with lone working
- Develop solutions to typical lone working challenges
- Assess risk and make informed decisions about their next action
- Increase their confidence in handling difficult situations
- Develop best practice in lone working

Who Will Benefit?

This course is for those people who are required to work in lone situations; occasionally or regularly

Course Outline

- The responsibilities of the employer and employee under Health and Safety legislation
- Define a Lone Worker
- Understand the risks associated with their specific lone working role
- Risk assess lone working situations
- Know how to complete a Risk Assessment
- Know what options are available to remove or minimise these vulnerabilities
- Understand the need for risk prevention and being traceable
- Understand the value of reporting an incident
- Case studies on common scenarios
- Understanding aggression
- How to anticipate typical sources of conflict in different situations
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach for the situation
- How your style of handling conflict helps or hinders your ability to manage aggression
- How to use your authority appropriately to resolve conflict
- Techniques for dealing with angry people and groups
- Personal safety and disengagement skills
- Understand the impact of their body language, words and phrases on managing conflict
- Use practical techniques to manage aggressive situations
- Skills practice
- Action planning on the next steps to be introduced

Duration

1 Day

01623 627264

www.xceedtraining.co.uk