



General Physics (UK) Ltd
www.generalphysics.co.uk

Lone Working and Staying Safe

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For further information, please call
+44 (0)500 734 734

Email us at
emea-enquiries@gpworldwide.com

Visit our website
www.generalphysics.co.uk
www.gptrainingconsultants.com



Lone Working and Staying Safe

Duration

1 days

Overview

This workshop will provide you with the abilities to assess and manage personal safety risks and identify safe working practices when lone working in the community and other organisations.

Delegates will be able to understand the importance of dynamic risk assessment when assessing lone working risks alongside ensuring that effective incident reporting, policies and procedures are in place to support staff and colleagues. Together with effective tools and techniques to calm and de-escalate front line conflict and aggression.

Objectives

- Assess workplace risks to personal safety
- Assess risks when out and about: on foot, by car, taxi/minicab, train, bus, staying in hotels, out on visits to business or home premises
- Identify strategies to minimise risks to personal safety in the workplace and whilst travelling
- Be aware of individual and team responsibilities for maintaining safety at work
- Assess own personal responses to anger and aggression
- Identify the importance of effective policies, procedures and reporting of incidents of relating to aggression/violence



Agenda

- Welcome and Introductions
- Employee/employer roles and responsibilities
- The importance of reporting incidents and near misses
- Assessing your working day: lone working on/off site, visiting other people's homes/ businesses, travelling in the community
- Assessing strategies to avoid, reduce or manage, personal safety risks at work
- Reading the signs of aggression – violent behaviour cycle
- Lunch
- Managing our responses to aggression and the impact of the fight and flight response to danger
- Using positive body language to minimise risk – positioning, use of words and tone of voice
- Applying effective calming and de-escalation techniques when managing difficult situations
- The importance of aftercare post incident – what needs to be in place
- End of Workshop

Further Information

The skills gained from this course are: managing aggression, calming and de-escalation skills, conflict management, assertiveness.