



Lone Worker ½ Day Training Course

Recommended for:

All employees who have to work alone, whether visiting customers or service users in their own home or simply travelling alone to fulfil their employee responsibilities.

This course enables employers to provide effective training to ensure that staff are able to stay safe. Responsible employers are also able to demonstrate that they have more than met their duty of care responsibilities and obligations.

With an innovative, confidence boosting practical session incorporated, this 3 ½ hour course is useful to those experienced and inexperienced in working alone.

Course Overview:

Participants learn how to take steps to reduce personal risks and to improve their professional approach to de-escalating customer aggression. After completing the course participants feel more in control, safe and confident to deal with working alone and managing aggression.

Course Outcomes and Benefits:

By the end of the course participants will be better able to:

- Risk assess lone working situations
- Read warning signs before conflict turns to aggression
- Understand the impact of their body language, words and phrases
- Use safety protocols to manage different lone working situations
- Demonstrate their ability to effectively manage aggressive situations
- Report incidents and near misses

Content will be tailored to an organisation if the working environment and any specific circumstances are advised 2 weeks prior to commencement of the course.

Next Page - Course Content



Lone Worker ½ Day Training Course Content

Lone working - introduction:

- Definitions:
 - Lone working
 - The limits of acceptable behaviour
 - The legal aspects of lone working

Assessing vulnerability:

- Awareness
- Stages of conflict escalation
- How we can compromise our own safety
- Understanding the mindset of an aggressive person
- Warning signs and symptoms
- 'Dynamic Personal Safety Risk Assessment'

Responding to conflict

- How our body reacts to conflict
- Trigger words and phrases
- Body language – It takes 2 to Tango

Managing aggressive situations:

- Stop, Think, Say
- Remaining professional
- Controlling anger
- Managing unpredictability (drugs, alcohol, mental illness, etc.)
- Feedback with Impact

Meet **The Intimidator™**

- Practical Training Session with a supportive Coach who ensures that delegates are always successful in an intimidating encounter

Putting policies and procedures into practice:

- Reporting incidents and near misses
- Review of practical policies and procedures