


LONE WORKER—Duty of Care

We can help you ensure your staff's Personal Safety

- Empowerment
- Assertiveness
- Self Protection
- Stress Management



Everyday lone workers are potentially at risk because of environments where inappropriate or violent behaviour could occur. Our courses teach staff how to handle difficult situations and ensure businesses more than provide an adequate duty of care.

- Improve the safety of your staff at work and to and from your premises
- Reduce risks associated with going to see certain customers
- Comply with the Corporate Manslaughter Act 2007
- Instill confidence into your workforce so they can cope under the most severe pressure
- Identify any need for additional security—communication devices, CCTV
- Improve your Security Processes  6 Sigma

We empower adults by helping them develop a powerful voice, assertive communication skills and their ability to stay safe in ANY situation.



Improve awareness and extend personal space



Keep 80% of danger away with effective assertive skills



Last resort—simple defensive techniques

We teach Awareness, Verbal De-Escalation and Physical Escape Techniques **which work.**

“A very well delivered training day. We all started off terrified but soon grew in confidence. It was great to see our service users move from a victim role to a point where they believed in their ability to defend themselves.”



www.maxconflictmanagement.com

"An inspiring and empowering training session. I believe both service users and staff benefited greatly from it. I highly recommend it. Fabulous!"

"Verbal confrontations very realistic, tailored to our business, very useful as most likely to be used".



Staff gain confidence from successfully and assertively dealing with real-life threats

MAX runs workshops on conflict and stress management. Some recent work includes:

- Death threat against the manager with drug dealing on the site of a leisure centre
- Conflict Management and Self Protection Training for Urban Heathland Wardens
- Risk Assessment advice for a local council
- Cultural Diversity Workshop for a research company

"A great day and a great team building exercise for all who took part. And we all felt totally safe with two male trainers."



THE INDEPENDENT
ON SUNDAY

Hunter Kane
powered by HeartMath

28 MARCH 2006

It started as a hi-tech relaxation technique for burnt-out executives. Now everyone from schoolchildren to sports stars are discovering the seemingly miraculous benefits of Heartmath. Jerome Burne investigates. Pictures by Jacky Chapman

Is this the cure for Stress?

Two months ago, a visit to The Holt School in Wokingham – an all-girls comprehensive with good exam results – might have encountered a rather unusual sight. Ninety girls – the entire lower sixth – sitting silently in a large room breathing to a slightly unusual rhythm –

of The Holt. "The girls have so

We can train in HeartMath Stress management techniques which enable staff to keep calm under the most extreme pressure. As used by the top board of BP, golf professionals and schoolchildren who **get better results**

"HeartMath is a unique stress reduction system that is unusually effective for reducing anxiety and improving performance. Unlike many other services and products that make similar claims, it has a solid scientific basis, and has been thoroughly tested in a variety of settings that have clearly demonstrated these benefits."

-- Paul J. Rosch, M.D., F.A.C.P., President of the American Institute of Stress and Clinical Professor of Medicine and Psychiatry, New York Medical College

"I found it accessible for anyone with any level of fitness (or unfitness). I think everyone can do it as it really boosts confidence. Service users loved it too and I enjoyed it as a group as something we could do actively together. De-roleing was done very well as so important."



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