



Lone Worker Training Day



Nuffield Health

Nottinghamshire County Council
proud of our past, ambitious for our future



The organisations above and below are just some to have benefitted from our training



Open Courses

09:30 registration and start 10:00. Finish 16:00

**Confidence : Assertiveness : Duty of Care:
Customer Excellence : Personal Safety**

Ring 0844 8700 629 for more information or to book

www.maxconflictmanagement.com



Morning Programme

- Introductions & Definitions
 - Lone working
 - The limits of acceptable behaviour
- Actual Responsibilities at work
 - Job Description
 - Duty of Care, Working Conditions including red alert
 - Company Policy on Risk & Safety
 - Processes, Team Organisation , Communications & Buddies
 - Positive solutions and customer service excellence
- Conflict : What is it and how to stop it
 - Top Tips on How to Stop
 - What causes and feeds conflict
 - Reasons for Misunderstandings/Lack of Trust
- Communication
 - Filtering, Johari Window, Basics of Transactional Analysis
 - Body Language – Yours and reading others
 - Non confrontational approaches
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 - Effective Listening
 - Visual Auditory Kinaesthetic
 - Feedback; Receiving & Giving with Impact
- Dealing with Aggression
 - Handling your own anger
 - Passive, Aggressive, Appropriate Assertive Introduction
 - Managing emotions & taking it personally
 - Legal Framework - Dos and Don'ts
 - Stumbling Blocks – What if?
- Reporting, Feedback and Action Planning, Regular Risk Assessment
 - Relate case studies and share personal stories
 - Root Cause Analysis
 - Process Improvement , Preparation and Equipment

• Lunch

• Afternoon Programme

Practical Role Play Session with **The Intimidator™** & **The MADMAXMAN™**