

## Lone Working / Personal Safety Training

### BACKGROUND:

Staff that interact with service users and the public are increasingly expected to respond to confrontational situations including harassment, threats and verbal abuse. These situations are becoming increasingly common and could impact on staff health and wellbeing.

When staff are supported and trained to respond to confrontational situations, their confidence levels dramatically increase. These positive changes ensure that staff are supported and feel valued, equipped and safer when responding to difficult situations.

### TARGET GROUP:

This course is designed to offer training to all staff who lone work and have direct contact with the public, service users and work with individuals who could potentially challenge services.

### COURSE AIMS:

Attendees will expand their knowledge of policies/procedures and responsibilities when lone working. This will include dynamic risk assessment, control measures, becoming more proactive, removing triggers and understanding the importance/value of reporting and recording incidents/near misses.

### LEARNING OUTCOMES:

1. Gain awareness of Health & Safety at Work Act 1974 and Work Regulations 1999 relating to Lone Working
2. Responding to the trigger, escalation, crisis, recovery and remorse phases of assault cycle
3. Assess the value of Dynamic risk assessment
4. Demonstrate knowledge of effective de-escalation skills including active and reflective listening
5. Explain the importance of reporting and recording abusive/aggressive incidents

### ORGANISATIONAL BENEFITS

Promoting safe working practices in line with Health & Safety at Work Act 1974 and Management of Health & Safety at Work Regulations 1999, whilst valuing and empowering support staff to deliver quality support services.

**Costs: £700 + VAT for 12-14 people, at your venue**  
(Including all materials)

For further information or to reserve your place contact Steps Training on **02920 095300** or email [info@steps-training.co.uk](mailto:info@steps-training.co.uk) @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR