

Low Impact Break & **Escape** Skills

BACKGROUND:

Organisations that offer services in the public/private sector are increasingly expecting their staff to deal with confrontational situations. For staff attempting to deal with these situations it can be an issue that they are ill equipped to manage, the results of which can leave a negative effect on confidence and self-esteem and their ability to maintain their role within the organisation.

Low impact break and **escape** (Disengagement) techniques are skills that can prevent serious injury, but must be part of a proactive approach supported by relevant policies, procedures and risk assessments.

TARGET GROUP:

This course is designed to offer certificated training to staff members who have direct contact with the public (customer services), lone working and working with individuals who challenge services.

COURSE AIMS:

The course is designed to provide candidates with the necessary skills and strategies to deal effectively and as safely as possible with confrontation. By developing a proactive attitude and knowledge addressed in this training, staff team members will develop an understanding of the physical boundaries when dealing with conflict.

LEARNING OUTCOMES:

1. To gain an awareness of the importance of non-aggressive stance and positioning.
2. To be able to manage confrontation through de-escalation, distraction and interpersonal skills.
3. To demonstrate disengagement methods from a variety of grabs and holds that are non-aggressive.
4. To reinforce the legislation in respect of self-defence.
5. To understand their role in reporting and recording information in regard to aggressive behaviour.

ORGANISATIONAL BENEFITS:

Employers have a legal obligation to ensure the health and safety of their workers, and where the potential for work-related violence is identified, adequate guidance and training should be given to members of staff at risk. Employees must ensure that their behaviour does not increase the risk of violence against themselves, other service users or their colleagues.

Costs: To be discussed. Up to 12 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 @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR