



Violence and Aggression

Personal Safety

AIM:

To increase awareness of the risks to personal safety whilst working, to ensure compliance with personal safety policy and procedures and to develop practical strategies for avoiding, reducing or managing the risk of violence at work. (please note the half day course does not include any input on dealing with aggression)

WHO SHOULD ATTEND:

This in-house course is designed for any staff who may face risks to their personal safety from clients, service users or member of the public. **Maximum number of delegates – 20.**

DURATION:

Half day or One day. Please note that the half day courses do not include any input on managing aggressive behaviour

CONTENT:

- Develop strategies for working Safely in other people's homes or premises
- Develop strategies for travelling in Safety
- Develop strategies for working Alone in an office / cash handling
- State the importance of reporting all incidents to your line manager
- Recognise the early warning signals of impending aggressive or violent behaviour
- Practice techniques for remaining in control and acting professionally
- Share tips and techniques for defusing aggressive behaviour
- Learn how to escape from a difficult situation

BENEFITS:

- Reduced risk of litigation
- Improved safety of staff
- Increased confidence of staff in dealing with aggression and violence