



Violence and Aggression

Lone Working

AIM:

To increase awareness of the risks to personal safety whilst working alone and hence to work towards avoiding, reducing and managing those risks.

WHO SHOULD ATTEND:

This in-house course is designed for any lone working staff including those who work out and about in the community or alone in a building or office. **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:

- State your legal responsibilities as an employee in relation to lone working
- Identify foreseeable personal safety risks whilst working alone (working in other people's homes, alone in an office or building, one to one meetings, travel etc.)
- Review and improve existing safe systems of work and procedures
- State how to maintain contact with others and how to get help in an emergency
- Develop individual strategies for avoiding, reducing and managing personal safety risks
- Develop strategies for maintaining personal control when faced with difficult situations
- Sharing practical skills and techniques for defusing aggression

BENEFITS:

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