

## Conflict Management Skills and Lone Worker Safety – 1 Day course

### Aim

The aim of this course is to create awareness of and manage the risks associated with lone working. Participants will develop strategies to remain safe which they can implement into their daily practice. The course also introduces a range of conflict management and de-escalation skills.

### Key Learning points

- How to plan lone working
- Essential dynamic risk assessment
- Manage the risks when performing site visits.
- Understand how people respond differently when on 'home territory'.
- Plan for extraction and raising the alarm
- Exude confidence when dealing with situations
- Build colleague support strategies

Participants who attend the training will benefit from a clear plan to manage conflict effectively and when lone working ensure that they stay safe.

### Course Programme

Session	Knowledge	Benefit
BC dynamic circle <sup>TM</sup>	Flexible options model	Creative solutions
Catch up stream	The bigger picture	Avoid escalation
Identify the 'Bait'	Notice the triggers	Proactive methodology
Environmental Risk	Tactical awareness	Stay safe
BC assertion model <sup>TM</sup>	How to verbalise your needs	Direct communication
Language Patterns	Language skills to defuse	Calm negotiation
Lone working	Strategies to manage personal safety	Reduce exposure to risk
If in doubt get out	Listen to your intuition	Withdraw when appropriate
Work trail	Compare your procedures with best practice	Ensure personal safety
RIDDOR	Awareness of the importance of reporting incidents	Create a culture of individual and corporate responsibility for safety
Fear control	How to remain calm at all times	Stay calm & in control
Practical application	Real-life strategies	Take away solutions
Future development	Options to increase personal skills	Accelerate learning

Participants will feel more in control and manage conflict with confidence.

### Accreditation

Blue Concept Training Certified Course