



## Conflict Management and Lone Working

### **Recommended for:**

All employees who have to work alone in particularly those who have to visit customers or service users in their own home. This course is designed for those who are experienced at working alone as well as those who are new to it.

**This course will identify methods of dealing with different people and situations involving clients, colleagues the general public and will form a major building block in the 'Duty of Care' employers should practice to ensure staff stay safe.**

Anderson Consultancy training has designed a course to help deal with the increasing need to train your staff in dealing with violence, aggression, bullying and intimidating behaviour of a challenging manner in the interest of personal safety in the workplace and whilst out and about.

Having a sound knowledge of effective communication techniques and the ability to recognise and respond effectively will provide individuals and the organisation with the skills to prevent or reduce them. In turn, this will reflect on the professional image of the organisation and its staff.

The course will achieve its aim to reduce violent incident through individual experiences, group discussions, group work and case studies.

### **Those who will benefit the most from this course are:**

**Those who work alone in the community**

**Those who work in clients' homes**

**Those who work in isolation**

**Retail**

**Security industry**

**Individuals**

**Lone Workers**

The course can accommodate a maximum of 12 students.

### **Course Content:**

#### Module One

- **Describe the common causes of conflict**
- **Describe different forms of communication**
- **Give examples of communication breakdowns**
- **Explain different models of communication that can assist conflict resolution**
- **Describe patterns of behaviour you may encounter during different interactions**
- **Explain warning and danger signs**
- **Give examples of distance when dealing with conflict**

- **Give examples of impact factors**
- **Describe different methods for dealing with possible conflict situations**
- **Travelling to and from work**
- **Working In isolation (if applicable)**

#### Module Two

- **Explain the use of 'reasonable force' as it applies to conflict resolution**
- **Health and Safety Legislation**
- **Use of Force Legislation**
- **PLAN**

#### Module Three

- **Demonstrate breakaway techniques**

**FOR MORE INFORMATION OR TO REQUEST A QUOTATION**

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