

# Jo Bunker Training

## Course: Lone Working - Personal Safety

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### Who should attend?

Anyone whose role requires that they work regularly, or occasionally, in a lone situation – either in or away from the workplace, in an isolated or unfamiliar environment or visiting or meeting people away from a supported environment, who may face conflict and difficult individuals in potentially fast-escalating situations.



### Overview

This highly practical workshop aims to raise awareness of the potential risks faced as a 'Lone Worker' and introduces practical strategies and techniques to manage and reduce those risks. The course explores how to recognise potential problems, what makes a person challenging, how to listen and question effectively, adopt appropriate behaviour, show confidence and gain control.



### Focus and Benefits:

- Clarifying and outlining Health and Safety legislation
- Assessing Lone Working risks accurately, planning and preparing to reduce risk
- Maintaining contact with others and planning contact assistance if necessary
- Tactics and assertiveness skills for confronting unacceptable behaviour
- Interventions to help defuse and resolve customer conflict situations
- Contingency planning - getting away from difficult situations
- Awareness of human responses to stressful situations
- Awareness of responses during and after a stressful event
- Learning from situations through debriefing, reporting and recording

### Course Information:

The Lone Working & Personal Safety course is normally a full day course, although it can be delivered as a shorter course for a specific delegate group or as a refresher.

Sessions can also be tailored to clients' requirements and the duration of the course will therefore depend on your organisation's specific needs.

On completion all delegates receive a Certificate in Conflict Management and Personal Safety Certification.

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