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**Conflict Management and Lone Worker  
Personal Safety for Trades Staff**

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**SAFETY SOLUTIONS**  
TRAINING LIMITED

**Safety Solutions Training Limited**

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## Conflict Management and Lone Worker Personal Safety for Trades Staff

### Course Background

Trades professionals such as electricians, gas engineers, plasterers, roofers, and builders often find themselves working in clients' homes, where they may encounter a variety of challenging situations. As lone workers, these professionals face unique risks and obstacles, including dealing with difficult clients, navigating problematic home environments, and encountering aggressive or dangerous dogs.

Safety Solutions Training Ltd. is proud to offer a highly interactive, one-day training course available both in-house and virtually. This course is specifically designed to address the distinct needs of lone trades workers. It aims to equip participants with the strategies and skills necessary to manage a wide range of challenging situations effectively.

Our comprehensive course provides a safe and interactive learning environment where participants can engage in discussions, share their experiences, and explore these crucial topics under the guidance of our expert trainer.

By the end of the course, participants will have gained:

- The ability to recognise and de-escalate potentially volatile situations.
- Effective techniques for managing emotional responses.
- Confidence and a proactive approach to handling a variety of confrontational scenarios, including complex client interactions and encounters with aggressive dogs.
- An understanding of safeguarding principles and the importance of maintaining professional boundaries.
- Knowledge on how to report accidents and near-miss situations effectively.

Join us to empower yourself with the knowledge and skills needed to ensure personal safety, manage conflict effectively, and uphold professional standards while working as a lone trades professional.

### The Trainer

Our trainers at Safety Solutions Training Ltd. are recently retired police officers with unblemished 30-year careers, bringing exceptional practical knowledge in personal safety, lone working, and conflict resolution.

With extensive experience in supporting victims of crime, managing critical incidents, and delivering training to fellow officers, our trainers are uniquely qualified to impart invaluable skills. Over the past two decades, they have provided tailored training to over 400 organisations across the UK.

Beyond their training commitments, our trainers are sought-after keynote speakers at regional IOSH Branch events, sharing profound insights on managing workplace violence and aggression.



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### **Course Content**

Throughout this specialised in-house or online virtual one day training course, participants will:

- **Risk Assessment:** Learn to identify and mitigate the specific risks associated with lone working, including challenging clients, complex environments, and potentially dangerous animals.
- **Legal Framework and Safeguarding:** Gain a thorough understanding of your employer's and your own duties under the Health and Safety at Work Act (HSW Act). This includes safeguarding principles, organisational lone worker policies, and proper incident reporting procedures.
- **Online Safety for Lone Workers:** Explore advanced strategies for protecting your personal information online in the event of being recorded. We'll delve into digital security measures and best practices for maintaining online safety.
- **Effective Communication and Emergency Response:** Develop strong communication skills to stay connected and receive assistance when needed. We'll explore a wide range of methods for routine check-ins and established emergency procedures for medical situations, violence, and aggression.
- **Dynamic Client Assessments:** Learn to conduct comprehensive assessments when working in clients' homes. This includes identifying clients who may be under the influence of substances, experiencing mental health issues, exhibiting hoarding behaviours, or demonstrating inappropriate conduct. We will also cover professional conduct with regards to children present at the property.
- **Safe Dog Encounters:** Develop a comprehensive approach to safely handling encounters with potentially dangerous dogs, both at entry points and within client properties.
- **Conflict Resolution and De-escalation Techniques:** Equip yourself with a wider range of effective communication techniques and safe strategies to de-escalate potentially volatile situations and resolve conflicts productively.
- **Understanding Self-Defence in Critical Situations:** Gain a deeper understanding of the legal implications surrounding self-defence for lone workers facing critical situations.
- **Incident Reporting Best Practices:** Incident reporting procedures and the steps to take following an incident, ensuring you can effectively document and address any issues that may arise.