

TRAINING SOLUTIONS NORTH WEST

SPECIALIST TRAINING PROVIDER

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Personal Safety Awareness

COURSE OVERVIEW

This course is intended for frontline staff and professionals whose work brings them into contact with members of the public. Their work may expose them to situations that may become volatile and confrontational, resulting in violence and abuse. On completion of the course delegates will be able to: -

- Understand the nature of conflict and its causes
- Recognise the importance of effective communication, observation and calmness in preventing aggressive or violent situations

COURSE CONTENT

- ✓ Trigger factors – where danger comes from
- ✓ Street safety – anti surveillance techniques
- ✓ De-escalation techniques
- ✓ Different Warning and Danger Signs
- ✓ Impact Factors
- ✓ The Use of Distance
- ✓ Explanation of 'Reasonable Force'
- ✓ Different Methods for Dealing with Conflict Situations
- ✓ Debrief – mechanisms to relieve anxiety

CERTIFICATION

Attendance Certificate

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