



# NewGrange

TRAINING & SERVICES LTD

*Better People, Better Business®*

## Strategies for "Lone Workers"

**This intensive one day course is intended for individuals who are lone workers or work alone as part of their duties. It will concentrate on a number of areas of concern for lone workers to ensure that they plan their own procedures for improved safety, identify the potential risks, recognise the danger signs and cope accordingly. Elements of this course will be tailored to your requirements.**

### **Aimed at:**

Lone project workers, housing, support and outreach workers, anyone who visits residents or tenants in their own homes and anyone who works in the community and may be at risk.

**Course Location:** On-Site at your premises

**Course Duration:** 1 Full Day 10am-4.30pm (date to suit you)

**No. of Delegates:** 12 delegates max

### **Outcomes - On completion of this course delegates will:**

- Understand fear - enemy or friend?
- Better safe than sorry - recognising the danger signs and risk factors
- Understand stress, anxiety and the lone worker
- Develop safety guidelines for lone workers
- Consider personal maintenance and support
- Minimise anxiety
- Discuss coping strategies in a range of typical scenarios

### **Course Programme**

- Working alone - surviving and thriving!
- Models for "lone working" problems
- Body language and verbal responses
- The "cycle of anger" and safety. How to recognise the danger signals
- Debriefing techniques
- Calming people down - do we help or hinder?
- Staying safe. Being traceable and contactable
- How would you cope? Scenario
- Practical input: scenarios continued
- Presentation and action plans - feedback session
- General summary and evaluation

### **Delegates Receive:**

Certificate of Training

Course Notes

Course Materials

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