

Course Overview

This course will highlight the perceived risk in any employment and can be tailored to incorporate specific issues, company policies and guidelines.

Who is the course for?

This course is suitable for anyone who may be subject to abuse, threats, aggression or inappropriate behaviour in the workplace.

Course Objectives

By the end of this course, employees will be able to:

- Identify potentially difficult situations
 - Control their own stress levels and emotions
 - Intervene in a positive and professional manner
 - Prevent a situation from escalating
 - De-escalate challenging behaviour
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Benefits

- This course will help your Company to reduce the impact of violence at work.
 - Employees will learn the skills to manage personal conflict issues inside and outside of the workplace.
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Duration: 1 Day

Course Content

- Health & Safety Issues
- Strategy and Procedure
- The Law and Common Statute
- Understanding and Coping with the effects of Stress and Adrenalin
- Understanding and Managing Inappropriate Behaviour
- Communication Skills
- De-escalation skills
- Behavioural Definitions
- Incident De-briefing and reporting

Assessment

Written assessment

Contact us

If you should have any questions or wish to discuss this course further, please contact us on:

08450 564 240 or

email: training@ultraservicesgroup.co.uk