

# Personal Safety at Work

## For front line staff and lone workers

*Human*  
APPLICATIONS

### Overview

Many people who work alone or in a customer-facing role, fail to consider the risks to their personal safety. These courses are designed to raise awareness of the risks and provide guidance on effective control measures. The courses provide staff with key skills and strategies that can be used on a day-to-day basis to help safeguard their personal safety.

Anyone who is in a front line role could find their personal safety compromised and lone workers may face specific risks. Lone workers can range from people working late (in the office on their own) to field-based employees whose job entails travelling between sites, staying in hotels, visiting people in their homes, etc.

The courses have been delivered to organisations who have large numbers of lone workers and the feedback from both staff and managers has been excellent. The tutors have been trained by the Suzy Lamplugh Trust. We have worked with the Trust for the last 11 years, advising on risk management issues associated with lone working and personal safety at work.

There are a number of issues that can be covered in relation to personal safety at work, depending on the tasks carried out. Therefore, each course can be tailored to suit the needs and interests of your organisation and specific delegate groups. The course can also be aimed at managers, or can be tailored to train both managers and front line staff together. An alternative course, "Personal Safety at Work for Line Managers", is available to assist managers of front line staff in implementing and embedding personal safety management systems within their organisations.

### Aims

- To raise awareness of the potential risks surrounding personal safety
- To identify and encourage implementation of good practice associated with personal safety at work
- To introduce some key strategies for managing conflict
- To enable staff to proactively safeguard their personal safety

### Learning objectives

After the courses delegates will be able to:

- Identify the shared legal responsibilities relating to personal safety at work
- Identify the risk factors involved in their role
- Recognise good practice related to personal safety and conflict management
- Design an action plan of strategies they can adopt
- Know how to follow in-house policy and procedure and report incidents

### Who should attend?

- Front line staff who come into contact with clients or the general public
- Lone workers
- Supervisors or team leaders of frontline staff or lone workers

### Outline Programme – to be tailored to local training needs

- Responsibilities of line managers and staff
- Defining violence & aggression
- Using Dynamic Risk Assessments
- Identifying key risk factors
- Best practice – Meetings/one to one scenarios
- Best practice – Carrying cash and valuables
- Best practice - Travelling
- Best Practice – Working in people's homes
- The use of lone worker systems
- Recognising signs of aggression
- Avoiding conflict
- Using strategies and communication skills to defuse situations
- Reporting incidents
- Where do we go from here – ACTION PLANNING

**Contact Details:** For further information about training and our support consultancy services in Ergonomics, Health & Safety & Business Risk Management, contact Joanne Higgins - Support Team Manager. Tel: 01509 211866 or email [enquiries@humanapps.co.uk](mailto:enquiries@humanapps.co.uk) or visit our website at [www.humanapps.co.uk](http://www.humanapps.co.uk)



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