



Fully Online CPD Accredited

Lone Worker Awareness Training

Dealing with Conflict



About

This online CPD approved, Lone Working Awareness – Dealing with Conflict course, has been designed to assist in the raising of awareness of the potential dangers associated with working alone, often in isolated environments, and the practical steps that can be taken to assist in the mitigation and control the associated risks.

It is estimated that there are between 123 and 205 assaults every day on lone workers in the United Kingdom alone.

Under the Health & Safety Executive [HSE] your employer has specific duties under a duty of care to protect you, and provide with support and training, maintaining contact with you, and preventing work-related violence.

The course covers areas such as Inner, Middle and Outer Security Awareness, Principles of Personal Security, The Threat Pyramid, Psychology of Conflict, Adrenal Response Mechanism – Behavioural Alarm Response [ARM-BAR] and much more.

Course Duration

The course is expected to take between 2 and 2.5 hours to complete correctly.

Target Audience

This online course is aimed at persons, such as care workers, estate agents, social workers, anyone whose work role often involves them working alone in environments where the potential for them to come into harm from a third-party is a reality.

Course Learning Outcomes

- The Learner will understand what is meant by Personal Security and the associated topics.
- The Learner will gain an understanding of the Psychology of Conflict Situations and the related sub-topics.
- The Learner will gain an insight into the Threat Pyramid and understand the various States of Mental Readiness.
- The Learner will understand the Fight, Flight, Freeze Responses and ARM-BAR.
- The Learner will gain an understanding of Conflict Management & De-Escalation.
- The Learner will be able to demonstrate the types of improvised self-defence measures that can be utilised in a self-defence situation.
- The Learner will understand the requirements for Due Diligence, and post-event planning.



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Subject Areas

- An Overview of Personal Security - So, What is Personal Security?
- Inner, Middle & Outer Security
- Five Principles of Personal Security
- The Threat Pyramid
- The Environment That You Work In
- Psychology of Conflict Situations: The Five Stages of Conflict
- What is Aggression?
- Defining Aggression
- Theories of Aggression
- Aggression as an Instinct
- Frustration-Aggression Theory
- Aggression as a Learned Behaviour
- Experiencing Aggression
- Psychology of Conflict Situations
- The Mental States of Readiness
- Adrenal Response Mechanism [ARM]
- Adrenal Response Mechanism [ARM] Workplace Bullying
- Behavioural Alarm Response [BAR]
- Autonomic Nervous System (ANS)
- Conflict Management & De-Escalation
- Containing Conflict
- Threat & Risk Assessment
- Conducting Due Diligence
- Improvised Self Defence Tools & Measures
- Assessing Your Meeting Environment
- Conducting Due Diligence & Your Emergency Procedures
- Dress Considerations & Implications
- Post-Meeting Considerations

Awarding Body

The Lone Worker Awareness Training – Dealing with Conflict is Accredited under the CPD Accreditation Group.



Pre-Requisites

There are no pre-requisites for taking this online course.



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What is a Lone Worker?

While the *Office for National Statistics* doesn't have a definition for "lone worker", the *Health and Safety Executive* (HSE) defines Lone workers as anyone who "works by themselves without close or direct supervision".

So, if you work from home one day a week, you're a lone worker (one day a week) without even knowing it. Similarly, many people who work without direct supervision are also lone workers, for example:

- someone working alone in a petrol station or shop (e.g., betting shop)
- one working alone outside normal working hours such as cleaners or maintenance staff
- service workers such as your postman/postwoman
- Any situation in which someone works without a colleague nearby or when someone is working out of sight or earshot of another colleague.

Why Take This Course

- ✓ Approved by the CPD Accreditation Board
- ✓ Covers Valuable Subject Matter Under a Duty of Care
- ✓ Consistent Quality Method for the Delivery of Training
- ✓ Comprehensive Set of Course Notes Available as a PDF Download
- ✓ Course Certificate Available on Successful Completion
- ✓ Flexible Learning at Your Own Pace and Convenience
- ✓ Consistent Quality Method for the Delivery of Training
- ✓ eLearning leads to Better Retention of Information

Course Pricing

The online test is £29.50 UK Pounds [+VAT] or the equivalent of an associated currency at the time of purchasing this course. Email us to learn about bulk course booking discounts.

Discount Offer

If you purchase this test today, please use the following coupon code to receive **10% OFF** the listed course price.

VIR-LWA-10



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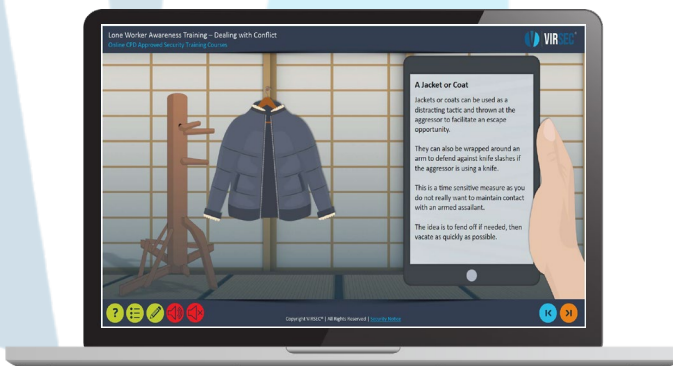
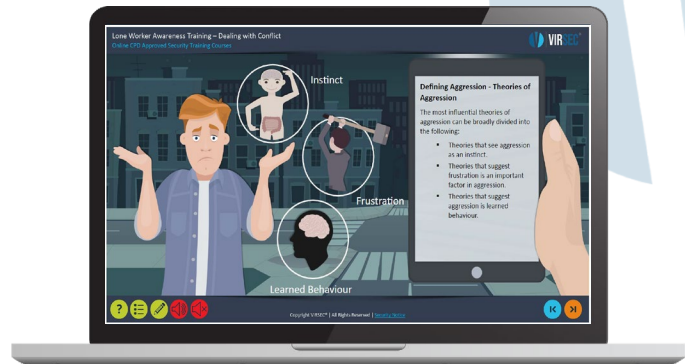
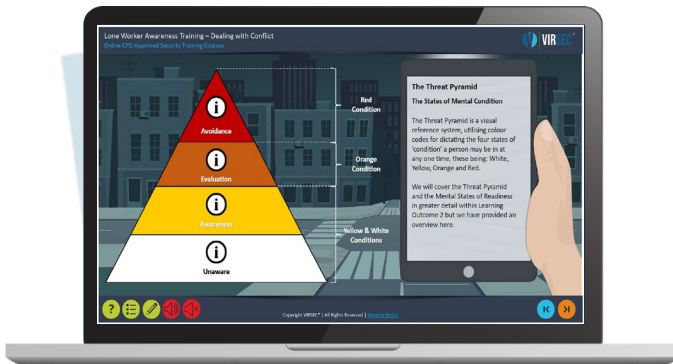
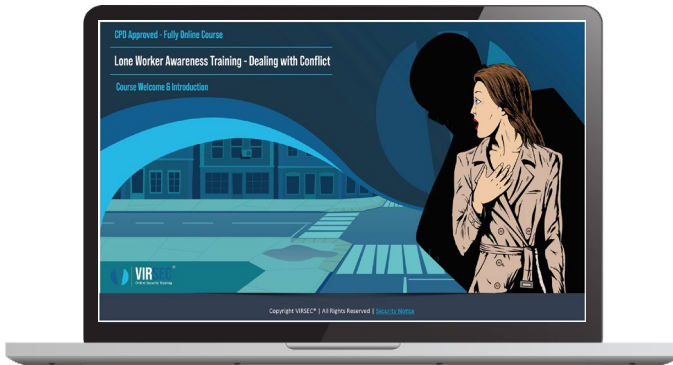
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Sample Course Slides





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