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## **Lone Working Safety**

When working alone it is vital that individuals use the correct communications skills. An understanding of the main principles of effective communication will be explored as it is easy to give out the wrong message by the way we behave.

Verbal and none verbal skills will be looked at with the key emphasis on building a rapport with the client /service user / customer and how we can do that.

The course explores none physical techniques when dealing with upset and angry people, and then people who are aggressive and threatening.

When going into any situation alone, an individual will benefit far more by risk assessing that situation. Practical guidelines will be explored whether visiting people in their own home, within care settings and in the public domain.

Risk assessment also includes assessing individuals as well as environments.

On-going awareness is very important, and being aware of how situations can change at any time. This means that risk assessing is not just something we do prior to a situation; it is a skill that is used as a continuum.

The way you behave is also governed by your employers Lone Working Policy which incorporates relevant guidance. Part of the programme will involve exploring the policy and procedure reminding staff of what is expected from them and what they can expect from their employer.

### **Course Contents**

This one day course will contain exercises and discussion and look at the following areas.

- Definition of 'Lone Worker', 'Aggression' & 'Violence'
- Basic Communication Skills – Rapport building
- Use of verbal and body language skills
- Recognising the physical warning and danger signs
- LEAPS – Communicating with upset individuals
- 5 Step Appeal with aggressive situations
- Lone Working Policy & Procedure
- Risk Assessment
- Street awareness
- Legal issues – Duty of Care, Use of Reasonable Force
- Post serious incident actions