



LONE WORKER & PERSONAL SAFETY

Personal safety starts before a situation becomes unsafe.

Some roles require staff to work alone or interact with members of the public without immediate support nearby. Domestic visits are always a concern as they can escalate quickly and sometimes without any past difficulties. This practical course provides participants with strategies to improve personal safety and confidently manage challenging or unpredictable environments. Participants discover how to assess risks and respond appropriately when concerns arise. The session focuses on prevention and preparation to help staff stay safe while carrying out their duties. Participants will also explore realistic strategies for planning visits and knowing when to pause or safely exit a situation. The course doesn't want to cause unnecessary duress but does discuss things that could occur: Carjacking, Car Following, Standover, Group Anger, Blocked in Parking, Family Covering Exits.

Key Course Content:

- Understand the risks associated with lone and remote work
- Conduct a quick personal safety risk assessment
- Recognise environmental and behavioural warning signs
- Improve situational awareness in unfamiliar settings
- Apply personal safety strategies before, during and after visits
- Use communication and de-escalation techniques to reduce risk
- Identify safe exit strategies and checkpoint moments
- Understand reporting, escalation and support processes
- Develop a personal action plan to improve workplace safety
- Critique transactional analysis techniques
- Tap into your emotional intelligence



Target Audience:

The course can be tailored for the specific cohort.



Duration:

This course is available as a 1-day course or a truncated ½ -day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisation's.



Group Size:

We recommend a group size of 4-10 people.