

Personal Safety, Conflict Resolution, Breakaway, Escorting and Holding



This qualification will benefit anyone working in situations with physical and non-physical violence, who may need to remove themselves from and/or control the person being violent. The course provides a raised awareness of the definition of violence at work. It provides staff with some principles of how to resolve confrontational situations, maintain personal safety and enables them to breakaway from holds or use techniques to escort or hold if required.

*'Helping you deliver
a duty of care'*

Phone: 01524 220 221

Who Should Attend

This qualification is suitable for all those working in situations with physical and non-physical violence who may need to remove themselves from and/or control the person being violent.

Aims

To raise your awareness of personal safety, the legal requirements and responsibilities of 'violence in the workplace', the types of aggression and what to look out for, how our social skills and communications can affect others, how to avoid and resolve conflict, enable staff to breakaway from holds and use techniques to escort or hold if required.

Objectives

By the end of this course delegates should be able to:

- Demonstrate the use of personal space.
- Demonstrate the use of Non-aggressive / Defensive stances.
- Identify the definition of 'Violence at work'.
- Identify the legal requirements.
- Identify the order of the 'Hierarchy of Controls'.
- Identify the main social skills and communications.
- Identify the stages of the 'Assault Cycle'.
- Identify the methods that can be used to resolve confrontation.
- Identify the aspects of the 'WWW SAFE' protocol.
- Identify barriers to communication.
- Identify signs of escalation.
- Identify post incident considerations and reporting requirements.
- Demonstrate evading and deflecting punches, kicks and strikes.
- Demonstrate the breakaway techniques for grips and holds.
- Demonstrate the techniques for escort or holding, as an individual and as part of a team.

Course Duration

The course is 1½ day in duration (9 hours + exam)
or (2-3 hrs online including exam plus 6 hours face to face)

Assessment Method & Certification

The assessment will be by observation of the practical elements throughout the course and the completion of a multiple choice question examination at the end of the first unit. On successful completion of the course, delegates will receive a certificate of competence, through our ICM (Institute of Conflict Management) registered Quality Awards Centre, which is valid for 3 years.

The practical elements (evading, deflecting punches, kicks and strikes, breakaways and the escort or holding) are required to be refreshed annually.

**Due to the physical aspect of the course, delegates must be fit for work and declare existing muscular, joint or medical issues which may affect their ability.
It is also suggested that staff who are pregnant do not attend.**

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