

# Managing your Personal Safety at Work

## 0.5 or 1 day course

*Human*  
APPLICATIONS

### Overview

This course has been created to raise awareness of personal safety for employees who often work alone. It also outlines the implications of personal safety for those who manage staff whose personal safety may be at risk whilst at work. 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.

Many people who work alone fail to consider the risks to their personal safety. This course is designed to raise awareness of the risks and provide guidance on practical control measures.

The course has been developed and run for organisations who have large numbers of lone workers. The tutors have been trained by the Suzy Lamplugh Trust. We have worked with the Trust for the last 8 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, the course will be tailored to suit the needs and interests of organisations and their specific delegate groups. The course can be aimed at managers, front line staff or both.

### Aims

- To understand the risk factors involved in personal safety
- To identify good practice associated with personal safety at work
- To identify control measures to reduce the risk of violation of personal safety
- To develop the organisation's procedures and policy for personal safety at work

### Learning objectives

After the courses delegates will be able to:

- Appreciate the legal responsibilities relating to personal safety at work
- Identify violent and aggressive behaviour
- Identify the risk factors involved in their role
- Recognise good practice related to personal safety
- Know how to follow in-house policy and procedure and report incidents

### Who should attend?

- Front line staff who work alone
- Line managers who are responsible for employees who work alone

### Outline Programme - to be tailored to local requirements

- Responsibilities of line managers and staff
- What is lone working?
- What is risk?
- Who is at risk?
- What is violence & aggression?
- Effects of body language
- Dealing with violence and aggression
- Good practice - Meetings / one to one scenarios
- Good practice - Carrying cash and valuables
- Good practice - Travelling
- Good practice - Working in people's homes
- In-house policy and procedures
- 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 Nigel Heaton - Director of HA. 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)



ISO 9001:2008  
FS 73292