



# Lone Working



## Course Aim

To provide delegates with knowledge on the risks staff may face while lone working and give them the tools they need to minimise these risks. Giving delegates a greater understanding of potential risks will aid them in managing their personal safety and conflict situations.



## Agenda

- Lone and frontline working
- Identifying and assessing risk
- Travelling for work
- Setting boundaries and reporting
- Responding to physical and verbal aggression
- De-escalation and defusion techniques
- Post-incident support



## Who Should Attend?

The Lone Working course is suitable for any individual, or any organisation that has employees either working alone or working from home.



## Course Duration

This is a 1-day course.



## Certification

Upon successful completion of the course delegates will receive an in-house certificate of attendance.

