



# NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

## Strategies for "Lone Workers"

**This intensive one day course is intended for individuals who are lone workers or work alone as part of their duties. It will concentrate on a number of areas of concern for lone workers to ensure that they plan their own procedures for improved safety, identify the potential risks, recognise the danger signs and cope accordingly.**

### **Aimed at:**

Lone project workers, housing, support and outreach workers, anyone who visits residents or tenants in their own homes and anyone who works in the community and may be at risk.

**Course Location:** On-Site at your premises

**Course Duration:** 1 Full Day 10am-4.30pm (date to suit you)

**No. of Delegates:** 12 delegates max

**About the tutor** - Elizabeth Doggart is an experienced counsellor and trainer, a Founder of the Association for Rational Emotive Behaviour Therapists and is a Fellow of the Institute of Personnel Development. Her wide range of qualifications include registration as a UKCP Registered Psychotherapist, BABCP Accredited Cognitive Behaviour Therapist and Member for the British Association for Counselling. Elizabeth's publications include: "Understanding Trauma - Essential Skills for Working with Emotional Shock", "How to Survive Post Traumatic Shock" and she is currently in the progress of writing "Preventing Workplace Bullying".

### **Outcomes - On completion of this course delegates will:**

- Understand fear - enemy or friend?
- Better safe than sorry - recognising the danger signs and risk factors
- Understand stress, anxiety and the lone worker
- Develop safety guidelines for lone workers
- Consider personal maintenance and support
- Minimise anxiety
- Discuss coping strategies in a range of typical scenarios

### **Course Programme**

- Working alone - surviving and thriving!
- Models for "lone working" problems
- Body language and verbal responses
- The "cycle of anger" and safety. How to recognise the danger signals
- Debriefing techniques
- Calming people down - do we help or hinder?
- Staying safe. Being traceable and contactable
- How would you cope? Scenario
- Practical input: scenarios continued
- Presentation and action plans - feedback session
- General summary and evaluation

### **Delegates Receive:**

Certificate of Training  
Course Notes  
Course Materials

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