

A One Day Course SELF PROTECTION STRATEGIES FOR INSPECTION PROFESSIONALS

**The Thames Head Inn, Tetbury Road, Cirencester,
Gloucestershire. GL7 6NZ**

on

WEDNESDAY 25TH March January 2020

9.15am – 4.40pm

£160 + VAT inclusive of lunch and refreshments

This one day workshop has been arranged by Food and Farming Compliance Ltd. to provide advice and training on self-protection.

The course is a mixture of tuition, discussion and practical work and is designed for all staff who may come into contact with the public in confrontational situations.

Inspection professionals put themselves in conflict situations regularly but few are trained to deal with these in a planned and effective way to minimise the risk of harm to themselves and others, relying instead on a mixture of luck and natural interpersonal skills.

This course provides delegates with a strategy for dealing with these situations and sign posts the skills necessary for minimising the risk of harm. It is designed for staff employed to carry out inspections of premises in lone working situations

The Health and Safety at Work Act places an obligation on all employers to provide training for staff likely to go into/find themselves in conflict situations so they are able to ensure their personal safety.

Areas covered include:

- Situational hazard awareness – recognising the danger signs
- Conflict avoidance – how to prevent a conflict situation getting out of hand
- Conflict resolution – turning down the heat in potentially violent situations
- Breakaway techniques – for when you are under immediate physical threat
- Defensive techniques – when a breakaway is not sufficient to ensure personal safety

Course Objective:-

At the end of the course delegates will be better equipped to adapt and manage conflict situations that they may encounter when carrying out their duties. As such they will reduce the overall risk of harm that they expose themselves to while at work.

This fulfils the employers and their own statutory duty under the Health and Safety at Work Act to avoid and minimise risks while at work.

For further information or assistance and to book your place:

Contact Nigel Durnford of Food and Farming Compliance Ltd.

- Telephone 01666 577723
- E-mail: nigel.durnford@foodandfarming.co.uk
- Please advise of any special requirements when booking for example, access, special facilities and or dietary requirements
- Following confirmation that the Workshop will be running an invoice will be sent.

- CPPD - 6 hours
- Please note: In exceptional circumstances changes may be made to the content, timing, speakers and/or venue.

Workshop Programme

09.15	<i>Arrival, Refreshments and Registration</i>
09.30	WELCOME AND INTRODUCTION Why you are here
	<i>Nigel Durnford, Director, Food and Farming Compliance Ltd.</i>
	TUTOR FOR THE DAY
	<i>Mark Gardiner, 4th Degree Blackbelt in mixed martial arts and self-defence, Adult and Further Education Teaching Certificate, licenced instructor of self-defence and various traditional and modern martial arts.</i> <i>Has worked in front line trading standards for more than 27 years and has taught self-protection to numerous groups for the last 15. He is a senior black belt instructor in numerous martial arts and is a qualified bodyguard with the International Bodyguard Union.</i>
09.45	INTRODUCTION / SITUATIONAL HAZARD AWARENESS What is 'personal protection'– recognising hazards and the risk of harm they present and measures that can be taken to reduce the risk of harm. Lone working, legal aspects, protocols and control measures. Visiting peoples' homes and businesses. Remote places and out of hours working. Personal protective equipment. 'Raid' type operations
11.00	<i>Refreshment break</i>
11.15	CONFLICT MANAGEMENT Stages of conflict escalation, Trigger words, phrases and body language. Keeping control of the situation. Signalling non-aggression through verbal and physical cues. Structuring difficult conversations. Listening and defusing conflict situations. Managing unpredictable and abusive behaviours.
13.00	<i>Lunch</i>
13.50	CONSIDERING BEHAVIOUR - THE ROLE OF BODY LANGUAGE BEHAVIOUR breeds BEHAVIOUR
14.30	DEFENSIVE / BREAKAWAY TECHNIQUES - If it all goes wrong. The law relating to personal protection. How to avoid being hurt. Making an escape. What you can do if escape is impossible and physical confrontation inevitable.
15.30	<i>Refreshment break</i>
15.45	PROCEDURES and PROTOCOLS that can be put in place to reduce the risk of harm to a minimum. Lone working procedures. Flagging risk individuals and businesses. Formalised risk assessments. Using other agencies. When you can say no.
16.15	SUMMING UP, QUESTIONS AND DISCUSSIONS
16.40	<i>Course Close</i>