



Training portfolio

Dynamic. Challenging. Motivating.



Reliance Protect is the
UK's most successful,
widely deployed and
comprehensive lone
worker protection service.

Most organisations now employ remote, mobile and lone working staff to varying degrees. But where do you start when looking to ensure safe environments for these staff? How do you control, minimise and eliminate the associated risks?

Reliance Protect has been leading the industry in delivering lone worker solutions since 2009 when we were selected to be the preferred supplier for one of the largest mobile workforces, the NHS. We appreciate that our solutions are only part of the toolkit deployed by organisations proactive in ensuring lone working staff remain safe regardless of the environments they work in.

How can Reliance Protect better support organisations wanting to revisit and implement robust risk assessments, effectively communicate lone working policies to staff, empower and upskill staff through training whether that's staff at the coal face or maybe managers of lone working staff looking for support and advice on implementing local level initiatives?

We have teamed up with Worthwhile Training, an organisation with many years' experience delivering a range of training workshops and consultancy services in the lone working arena, delivered through their training and subject matter experts who share our passion in promoting safer working environments for all staff. Through this collaboration, Reliance Protect can better support and help organisations meet their duty of care and gain the benefits of a safer, more productive and empowered workforce.

Worthwhile Training have created a series of training workshops and courses for Reliance Protect, designed for senior managers, local managers, team leaders and lone working staff. Covering key areas such as managing lone workers, personal safety, managing conflict and aggression, working safely in people's homes and fulfilling your roles and responsibilities. Courses can also be tailored for any given organisations' requirements with train the trainer options available.

This range of courses and flexible approach overlays our comprehensive range of Reliance Protect standard solution training options delivered through dedicated, specialist trainers via face to face, web conferencing and elearning.





Reliance Protect Solution Training

All Reliance Protect customers benefit from the unrivalled support provided by our highly experienced and passionate training team.

Reliance Protect has a national team of field based dedicated trainers delivering training sessions to our customers day in day out. High quality training is essential to ensure users and managers alike understand how our solutions work, how they can embed into daily routines, and where to go for support.

There is a great deal of flexibility in how we deliver our courses to ensure maximum convenience and minimal day to day operational impact for our customers.

Training courses and workshops

Reliance Protect device and services



New users

🕒 1 – 1.5 hours

👤 Groups of maximum 15 delegates

How and when to use their lone worker devices and smartphone apps, tailored to their jobs and day to day tasks.

Train The Trainer (new user and super user courses)

🕒 2.5 hours

👤 Groups of maximum 10 delegates

We train your staff to effectively deliver the new user and super user courses with full supporting materials.

Super users (ideal for team managers)

🕒 2 – 2.5 hours

👤 Groups of maximum 10 delegates

A comprehensive course covering not only how and when to use the devices and smartphone apps, but how to manage usage within teams, further details on how the solutions work and management information provided, FAQs and where to go for support.

Elearning

All of our end user courses are available on our new elearning platform, accessed through the online customer portal. All of the courses are split into modules with tests at the end of each module. Users can track progress through the course and revisit at any time for refresher training.

Contract administration and management

🕒 1 – 1.5 hours

A similar course to the Super users but also focuses on our customer portal.

Web Conferencing

Our dedicated trainers also deliver end user training via web conferencing. This approach maintains that all important interactive training engagement.



Personal Safety When Lone Working



Staff are often unaware of the issues or are complacent in their working practices when lone working which can put them at greater risk. Many lone workers do not consciously think about their personal safety until they find themselves in a difficult situation.

Technology based solutions should be an important component of an organisations' lone worker safety strategy. Of equal importance is ensuring staff have the necessary skills, strategies and awareness to help keep themselves safe.

Who Should Attend?



Lone working staff



Team leaders



Managers

Benefits of the Training

This interactive and thought provoking workshop enables lone workers to implement personal safety strategies at every stage of their day. Offering opportunities to share best practice whilst discussing previous experiences will raise awareness of the potential risks of lone working. The workshop will provide the opportunity for staff to review their existing lone working practices and develop new personal safety strategies which can be applied immediately.

During the workshop staff will:

- ✓ Explore some of the potential risks of lone working tailored to their roles
- ✓ Learn how to use a dynamic risk assessment process when circumstances are constantly changing
- ✓ Plan how they can influence their personal safety at every stage of their day
- ✓ Explore the benefits of a robust tracing and support system and assess current practice
- ✓ Be provided with practical hints and tips to use whilst travelling
- ✓ Produce their own personal action plan of steps they can take to keep safe.



Home Visits and Staying Safe

Entering into other people's homes as part of the working day can be unpredictable and on occasions challenging. It requires staff to be able to be sensitive to the needs, feelings and actions of the person or people they are visiting, assess changing situations and adapt their own behaviour to stay safe where necessary.

Who Should Attend?



Lone working staff



Team leaders



Managers

Benefits of the Training

This practical and immersive workshop offers the opportunity for staff to consider their options, and develop and practice their action plans and techniques with colleagues to stay safe during any home visit. The workshop focuses on skills and choices that can be used by staff. We will tailor the workshop to reflect the service users and situations that staff may face.

During the workshop staff will:

- ✓ develop their own action plan of pro-active and practical strategies to stay safe when preparing for a home visit
- ✓ explore and learn to use a dynamic risk assessment process
- ✓ improve their understanding of cultural considerations in other people's homes
- ✓ learn how to improve their situational and behavioural awareness to spot potential dangers
- ✓ practice effective techniques to manage difficult situations
- ✓ develop skills to enable them to be able to defuse or leave a threatening situation



Managing Conflict and Aggression

Conflict can and does occur in many work situations. If staff are interacting with clients or the public, providing or denying a service or enforcing rules, they may well become involved in a situation that could threaten their safety.

Who Should Attend?



Lone working staff



Team leaders



Managers

Benefits of the Training

This is a very powerful drama-based workshop, designed to help staff improve their skills and ability when defusing conflict situations. Using our highly skilled actors and facilitators, the workshop offers the opportunity to test out techniques to de-escalate aggression and receive feedback on staff actions.

We tailor scenarios that reflect situations that your staff are likely to encounter. We focus on principles and allow staff to develop their own strategies through the workshop.

During the workshop staff will:

- ✓ improve their understanding of the causes of conflict and explore ways to avoid aggression
- ✓ learn how to assess behavioural changes to spot potential conflict
- ✓ reflect on their own reaction to aggression and consider ways to improve their verbal and non-verbal communication skills
- ✓ be provided with core principles and proven techniques for managing conflict, maintaining rapport and personal safety
- ✓ observe and take part in realistic scenarios, where they can gain practice in their own de-escalation techniques
- ✓ gain valuable feedback on their strategies and behaviours



Personal Safety and Self Protection

There may be instances where some lone and remote workers need to consider how they would manage situations where their physical safety is threatened.

It may not always be possible to walk away from a situation and it may become necessary to take protective action even when help is on its way.

Who Should Attend?



Lone working staff



Team leaders



Managers

Benefits of the Training

This highly interactive, practical and powerful workshop provides staff with basic principles of self-protection whilst promoting and improving current safe working practices. The workshop ensures that staff understand the legal position and focuses on avoidance or defusing strategies wherever possible.

It helps staff to be realistic about the actions they could take and to use safe principles to remove themselves from harm. We will work with you to tailor the workshop to reflect the level and type of risks to your staff.

During the workshop staff will:

- ✓ review current personal safety practices and look for potential improvements
- ✓ learn how to use dynamic risk assessments to assess the level of risk
- ✓ Gain insight into how drug and alcohol use may impact on predictability of individuals
- ✓ explore the Response Continuum and de-escalation techniques
- ✓ develop personal, spatial and behavioural awareness
- ✓ practice some key principles of proportionate physical intervention
- ✓ gain clarity on the legal position on self-defence and the use of physical intervention



Full Day Workshop

Personal Safety Champions



Establishing a lone worker safety system within your organisation can be complex. The challenges of embedding new process into existing risk management systems and changing behaviours which result in a transformation in culture, requires commitment and support. Organisations may fail to achieve their objective if the changes are not driven from within.

Who Should Attend?



Team leaders



Managers



Anyone passionate about staff safety!

During the workshop staff will:

- ✓ be provided with the underpinning knowledge of personal safety principals
- ✓ explore the actions that lone workers should be taking when working alone
- ✓ gain an in depth knowledge of personal safety device usage and management of systems
- ✓ explore why people don't follow expected safe behaviours
- ✓ be provided with tools and techniques to encourage safe behaviours

Benefits of the Training

This interactive workshop will equip your personal safety champions enabling them to help you establish and embed your lone worker safety system. We will guide staff through exploring strategies to transform new practices into habit and habits into culture.





Managing Remote and Lone Workers



It can be challenging for managers to fulfil their legal and business requirements for managing workers when they have little regular contact; some managers may not even be aware of their responsibilities. We know this makes it harder to communicate, promote and ensure that safe behaviours are part of the working day.

Who Should Attend?



Managers



Senior Managers



Heads of Departments



Team leaders

During the workshop managers will:

- ✓ gain clarity of their legal accountabilities as a line manager
- ✓ discover effective ways to communicate, engage and influence their remote and lone workers
- ✓ be provided with tools to promote safe behaviours and monitor the effectiveness of controls
- ✓ develop practical strategies to manage the safety of their teams

Benefits of the Training

This interactive workshop will provide managers with skills and strategies to enable them to proactively engage with staff, promoting safe behaviours and ensuring appropriate and effective risk management. It will concentrate on the legal requirements and the business benefits of strong safety leadership.



Half or Full Day Workshop

Risk Assessing Remote and Lone Working



We know that many organisations struggle to produce robust task-based risk assessments that have useful output that will drive change within the business. This can lead to workers being unaware of the potential risks and the organisation falling short of their legal responsibilities.

Who Should Attend?



Team leaders



Managers

Benefits of the Training

This highly interactive, practical workshop will focus on providing tools to assist staff to identify the specific risks and develop workable solutions.

It will be tailored to your specific business and the type of risks faced by your lone and remote workers.

It will ensure that your staff are clear on the legal requirements and that they have the skills and tools to fulfil their obligation to produce robust risk assessments as part of your risk management process.

During the workshop staff will:

- ✓ gain a greater understanding of the risks that lone and remote workers face
- ✓ discover ways to engage workers in the risk assessment process
- ✓ be introduced to, and be able to practice using proven tools and techniques to produce, risk assessments that will drive change and improve safety
- ✓ spend time exploring the specific risks to your lone and remote workers
- ✓ develop a list of control measures to reduce the risks to your workers



1-3 hours

Fulfilling your Role and Responsibilities

We know that to successfully embed any safety initiative it is vital that the senior people demonstrate commitment and lead by both their attitude and actions.

We also know that senior people have many demands on their time and resources, however without clear active safety leadership any initiative is likely to fail or at the very least not achieve its full potential.

Who Should Attend?



Senior Managers & Managers



Directors



Heads of Departments

Benefits of the Training

This short but highly effective briefing will ensure that your senior team understands both their role and responsibility. By exploring the organisation's current position and areas of vulnerability we will seek to assure the organisation that there are practical steps it can take to protect their workers and the organisation as a whole; fulfilling their legal and moral obligations and improving business objectives.

During the workshop you will:

- ✓ be given an overview of your legal responsibilities and the relevant legislation (including Health and Safety legislation and the Corporate Manslaughter Act)
- ✓ compare your current practice to industry standards and best practice
- ✓ assess the needs of your workers and identify specific safety issues
- ✓ determine ways to demonstrate active safety leadership

Train the Trainer

For large organisations, the cost of providing continuous training can be prohibitive. However, when training stops, people may revert to previous behaviours, new people may be left feeling unguided and the benefits of any safety initiatives can be lost.

Who Should Attend?



In house nominated trainers



Anyone passionate about staff safety!

Benefits of the Training

We can provide a bespoke solution to help you implant your training into the very heart of your business. We can write bite-size packages of information specifically to meet your needs and then train people within your business to deliver the messages long-term. It doesn't matter whether your people are experienced trainers or not, so long as they are good communicators and want to get involved, we can give them the skills and provide them with the tools.

During the process we will:

- ✓ work with you to design and deliver short training packages ready for in-house delivery
- ✓ train a select team of your staff and provide them with:
 - full trainers notes and material for delivery
 - proven tools and techniques to engage learners
 - delivery skills to allow them to convey effective messages
 - an opportunity to practice and gain feedback on their delivery
- ✓ post course we can provide on-going support and guidance for those delivering the training



For further information
on any of these courses
or to discuss your
individual organisation's
requirements, please
contact us.



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