

Course Title	Safety Briefing	Duration	Half day	General
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> ✓ know how to increase their safety margins when visiting ; and ✓ be able to diffuse most difficult situations and know what behaviour to adopt when trouble arises. 			
Prerequisites	None			
<i>NB : This is a briefing session only – we do provide a full day's training if you require more detail.</i>				
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> ◆ Introductions ◆ Understand the objectives and the process of the course ◆ Agree what outcomes are required 		
Increasing Margins	To know how to increase their safety margins when visiting or interviewing	<ul style="list-style-type: none"> ◆ Why people rant and rave ◆ Where not to interview ◆ Checking the 'Previously Violent Person' list ◆ Signs of stress ◆ Physical causes of stress ◆ Keeping an open mind 		
Avoidance Methods	To be able to diffuse most difficult situations and know what behaviour to adopt when trouble arises	<ul style="list-style-type: none"> ◆ Agendas ◆ Win/Win situations ◆ Question styles ◆ Good explanations ◆ Ending an interview safely 		
Book this course now :				
Cost	Price Code A			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex, CM2 0HG Tel: 08454 300 262 e-mail:bookings@its-training-uk.com			