

Course Title	Safety for Interviewing Staff	Duration	One day	General
<b>Outcomes</b>	By the end of this training, your delegate will: <ul style="list-style-type: none"> <li>✓ know what should be contained in lone worker and visiting safety policies</li> <li>✓ understand the importance of following your office's safety procedures</li> <li>✓ know how to increase their safety margins when visiting</li> <li>✓ be able to diffuse most difficult situations and know what behaviour to adopt when trouble arises</li> </ul>			
<b>Prerequisites</b>	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Session	Aim	Content		
<b>Introduction</b>	To explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> <li>◆ Introductions</li> <li>◆ Understand the objectives and the process of the course</li> <li>◆ Agree what outcomes are required</li> </ul>		
<b>Safety on Visits</b>	To understand the importance of adhering to the safety policy	<ul style="list-style-type: none"> <li>◆ Planning visits or interviews</li> <li>◆ Notifying of whereabouts</li> <li>◆ Checking customers</li> <li>◆ Where not to interview</li> </ul>		
<b>Safety Policies</b>	To know what should be contained in lone worker and visiting safety policies	<ul style="list-style-type: none"> <li>◆ Your responsibilities</li> <li>◆ The LA's responsibilities</li> <li>◆ Visiting Safety Policies</li> <li>◆ Lone Worker Policies</li> <li>◆ Recording someone as PVT</li> <li>◆ Maintaining the PVT list</li> </ul>		
<b>Recognising the Signs</b>	To know how to increase their safety margins when visiting or interviewing	<ul style="list-style-type: none"> <li>◆ Why people rant and rave</li> <li>◆ Signs of stress</li> <li>◆ Physical causes of stress</li> <li>◆ Keeping an open mind</li> </ul>		
<b>Avoidance Methods</b>	To be able to diffuse most difficult situations and know what behaviour to adopt when trouble arises	<ul style="list-style-type: none"> <li>◆ Agendas</li> <li>◆ Win/Win situations</li> <li>◆ Question styles</li> <li>◆ Good explanations</li> </ul>		
<b>Book this course now :</b>				
<b>Cost</b>	Price Code A			
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