



## LINIC SECURITY TRAINING



Nick Baxter  
Managing Director  
LINIC Security Training

**Do you or your staff work alone, work in the community or work unusual hours?**

Any person who interacts with the public has the potential for conflict. If you are in a position to either offer or withdraw services then the chances of conflict can increase.

Our aim is to try to reduce violence in the workplace through information and training.

Conflict Resolution Training examines the potential for conflict and violence in the workplace and uses the safe environment of the classroom to train you the most effective methods to not only identify these situations but also to resolve them in a better and safer way.

We would hope that you will never need to employ or demonstrate any of these techniques, but should you have to do so that you can with confidence.

It must be remembered that most aggressive situations arise from the breakdown in communication. Therefore in order to avoid this breakdown we must understand the basic ways that we communicate with others. This can be achieved by recognising the ways that we unconsciously escalate verbal confrontations, which may lead to unnecessary physical force.

During the programme on offer we will be looking at,

- The law, in relation to the use of force
- What is violence in the work place?
- To have an understanding of the Conflict Management Model
- To develop simple and easy ways for dealing with violent incidents in our place of work,
- To be able to recognise Warning & Danger signs,
- To have an understanding of the tools available in order to defuse situations through verbal means.
- We will look at Lone working which does not necessarily mean when out and about, it has far wider meanings.
- Be able to develop action plans and put them into action when threatened, Be able to understand and perform simple

### Why do May Gurney employees need this?

May Gurney do not wish for any of their employees to be abused or threatened. We are therefore running a series of Conflict Training sessions. This training has been arranged for all site operatives to be received over the course of the next month or so.

The four hour course is designed to give every one the tools to be able to recognise the tell tail signs of potential conflict, avoid and defuse conflict situations, reduce complaints and make people aware of the methods of keeping safe during aggressive situations.

**Andrew Simpson**  
Assistant Operations Manager

### What you think...

*If only to find out what my rights are and where I stand within the law then this course was beneficial to me.*



Graham Leahy  
Site Supervisor

When I knew the Conflict Resolution Training was being offered my initial thought was that it was long overdue. In this industry we deal with the public as part of our role and maybe in the past recruitment relied on whether you were physically capable of carrying out the role, lifting and carrying heavy loads. Times have changed and I know from my own personal experience that I may have to challenge customers 2 to 3 times a week and these situations could easily escalate into full blown confrontation.

I spent 20 years in the Navy and because of this experience I am used to doing training and courses so I felt no anxiety about completing this one. I know some of the other operatives may have been anxious about the training because of the role plays but all the exercises we completed we carried out in pairs, working alongside one of our colleagues.

Nick Baxter the guy who ran the course really knew his stuff and everything we did was relevant to the work we do. I really enjoyed the course and feel much more secure in the knowledge that I now know how to deal with potential confrontational situations and what my rights are if I find myself dealing with a difficult customer.

I know that some of my colleagues have an issue with the training taking place on their day off but I guess the logistics of keeping the depots running means this is unavoidable. My own personal opinion though is I am glad I took the opportunity offered to me because I now have the practical tools to work safer when I am interacting with members of the public.

### More positive feedback Conflict Training...

The table below shows the feedback results from employees who have completed the training.

	Excellent	Good	Average	Unsatisfactory
Tutor Effectiveness	14	3		
Content	14	3		
Structure	14	3		

	Yes	No		
Do you feel the course aims and Objectives were met?	17			
Was the course relevant to your role in the workplace?	17			
Did the course make you better equipped to do your job	17			

	Excellent	Good	Average	Unsatisfactory
Overall Assessment	14	3		

### How do you get on the training?

Please complete the return slips that you were sent previously or ask your supervisor to obtain one for you with your preferences and then return to your Supervisor by Friday 1<sup>st</sup> March.

Please note that failure to attend will lead to disciplinary action, unless we have approved non-attendance.

**Andrew Simpson**  
Assistant Operations Manager