



## Lone & Outreach Worker Development Program



### Overview

This intensive modular program focuses on equipping the attendee with the key skills, techniques and strategies, crucial to the role of a lone worker. It aims to provide the support and knowledge to develop a vital understanding of the limitations and challenges lone workers often face, and how to deal with these confidently and professionally.

### Target Group

This program is designed for lone & outreach workers who are either new to the role, or wish to build on their existing skills to become more effective in their role.

### Objectives

By the end of this program, delegates will be able to;

- ✗ Administer basic first aid and deal with emergency situations
- ✗ Perform fire warden duties confidently
- ✗ Demonstrate necessary actions to reduce risks to health and safety
- ✗ Understand how hostile situations arise and develop
- ✗ Demonstrate techniques to handle conflict / potential conflict effectively
- ✗ Demonstrate an awareness of the impact we have on others
- ✗ Understand customer perceptions
- ✗ Demonstrate verbal and non verbal communication techniques
- ✗ Deal effectively with complaints and aggressive behaviour
- ✗ Confidently adapt to the changing demands of their role
- ✗ Understand the effects of drugs & alcohol & identify symptoms of intoxication
- ✗ Develop strategies to effectively deal with intoxicated individuals
- ✗ Motivate themselves and others

### Course Content

This program consists of 4 modular stages as well as a 'refresher' stage to be completed as and when necessary. The order of the modules can be tailored to meet your specific requirements and the can be delivered over consecutive or non consecutive days. The following topics / areas will be covered;

- ✗ **Stage 1**
  - 1st Aid appointed person (1 day)
  - De-escalation & Breakaway techniques (2 days)
- ✗ **Stage 2:**
  - Body Language (1 day)
  - Achieving Excellence in Customer Service (1 day)
- ✗ **Stage 3:**
  - Teamwork (1 day)
  - Health & Safety (1 day)
- ✗ **Stage 4:**
  - Drugs & Alcohol Awareness (1/2 day)
  - Fire Marshall Training (1/2 day)
  - Teambuilding & motivation (1 day)
- ✗ **Stage 5: Refresher**
  - De-escalation & Breakaway Techniques 1/2 day refresher
  - Drugs & Alcohol Awareness ½ day refresher
  - First Aid & Fire Marshal training (refreshed based on certification requirements)

### Outcomes

Each delegate will receive developmental feedback over the course of the program and may be asked to complete and review a personal action plan for certain modules in order to identify key changes to implement and skills to practice. Successful delegates will also achieve a recognised qualification in first aid, as well as an overall certification for the complete program.