

Manage Challenging and Aggressive Behaviour in Transport

Empowering People Together



Delivery Methods

We provide a flexible approach to delivering our training, IKON Live, live online training, in-person face-to-face training or via our train the trainer programme.



IKON Live, live online training

Our effective remote communications training enables your people to get the training they need wherever they are, with a real life IKON trainer, via Microsoft Teams.



Face-to-face training

Many of our courses, especially those with physical skills, can be delivered in a face-to-face training environment, either at your venue or ours.



Train the trainer courses

IKON's train the trainer service will enable your team to deliver motivational and insightful training that builds confidence and trust with delegates.



The Institute of
Conflict Management



CERTIFIED
TRAINING SERVICE

Empowering People Together

IKON is one of the UK's leading providers of specialist training designed to help people manage challenging and aggressive behaviour.

IKON's training has been developed to tackle the specific challenges faced by those working in the transport.

- **Managing challenging behaviour**
- **Conflict resolution**
- **Communications skills (including telephone)**
- **Physical skills**
- **Personal Safety Awareness**

We understand that best practice and legislation are continually evolving. That's why we never stop learning; developing our team and our training.



Training Needs Analysis

Often, our clients request that we combine the content of more than one course. We're happy to create bespoke packages tailored to your needs.



Stand-alone Courses

BREAKAWAY

Our breakaway course is designed to help 'at risk' staff groups remove themselves from potential harm. It provides a range of simple, effective skills and legal knowledge which helps people safely disengage themselves from aggressive situations. Each session comprises theory and physical skills, providing techniques to meet the needs of organisations, clients and your people.

Course content

Procedural and legal context

- Medical implications of techniques
- Policies and procedures
- Use of force legislation

Distance, stance and positioning

- Distance - action vs. reaction
- Posture
- Tactical awareness

Breakaway and disengagement techniques

- Disengagement skills
- Scenarios

Delivery Methods



Outcomes

- Understand the law on self defence
- Remove themselves from aggressive behaviours
- Prevent behaviours escalating using strategies and skills

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

12

Max delegates
per session

3.5

Hours
per session

Suggested attendees

Revenue protection,
guards, new employees,
gate-line staff,

Each of these training courses can be delivered independently or as part of a bespoke programme

CONFLICT MANAGEMENT

All frontline staff whose work brings them into direct contact with members of the public - under legislation it is an employer's responsibility to ensure that individuals and roles are risk-assessed in relation to violence and aggression.

Course content

Exploring conflict

- Defining conflict
- Common causes
- Stages of conflict

Communication models and de-escalation

- Conflict examples
- Warning and danger signs
- Communication models
- Cultural differences
- Communication and de-escalation

Procedural, environmental and legal responsibilities

- Use of force legislation
- Risk assessments
- Policy and best practice
- Mental Capacity Act

Incident reporting and support

- Documentation and systems
- Post-incident procedures
- Options for support

Delivery Methods



Outcomes

- Recognise conflict and the causes
- De-escalate aggressive behaviour effectively
- Understand procedural and legal context of violence
- Provide post-incident procedures

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates
per session

6

Hours
per session

Suggested attendees

All new employees, revenue protection, guards, gate-line staff, customer services

Stand-alone Courses

LONE WORKER

Our lone worker training will improve the health and safety, self-awareness and confidence of people who have to work without supervision. The training will focus on communication skills, risk assessment practices, positive body language, stance and positioning skills.

Course content

Lone working and personal safety

- Lone working definitions
- Work-based case studies
- Impact factors - personal and environmental
- Dynamic risk assessment

Policies and procedures

- Your policy
- Post-incident
- Options of support

Communication and lone working strategies

- Managing conflict
- Control measures

Physical stance and positioning

- Posture
- Distance
- Crisis communication
- Escape routes
- Tactical awareness



Outcomes

- Define lone working
- Identify personal safety risks
- Understand policies to keep you safe
- Demonstrate positive communication and strategies

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates
per session

3.5

Hours
per session

Delivery Methods



Suggested attendees

Revenue protection,
guards, gate-line staff,
customer services

Each of these training courses can be delivered independently or as part of a bespoke programme

RESOLVING TELEPHONE CONFLICT

Teaches your people how to manage and defuse difficult phone conversations. Delegates will learn coping strategies for use during and after an aggressive call. Used effectively, our training will allow conversations to progress more productively.

Course content

Recognising telephone conflict

- Policy definitions
- Causes of challenging calls

Communication

- Components
- Breakdowns
- Positive body language
- Customer service

Models to manage conflict

- Betari's Box - how attitude affects behaviour
- LEAPS - listening model to defuse
- Five Step Appeal to manage and end calls when required

Incident reporting and support

- Documentation and systems
- Post-incident procedures
- Options for support

Delivery Methods



Outcomes

- Recognise telephone conflict
- Start a call positively
- Implement strategies to manage a challenging call
- Report incidents effectively

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates
per session

3.5

Hours
per session

Suggested attendees

Reception staff, help desk teams, call centre teams, customer services

We'd love to hear from you

If you have any questions or you'd like to discuss your specific requirements, we'd love to hear from you.

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IKON
training

