



**IIRSM**



**Can you afford not to employ a competent CDM Co-ordinator?**  
For a free initial consultation call our health and safety team on

**01273  
582516**

Email:

[enquiries@tennyson-suite.co.uk](mailto:enquiries@tennyson-suite.co.uk)

Online:

[www.tennyson-suite.co.uk](http://www.tennyson-suite.co.uk)

## Combined Conflict Management and Accident Investigation Training Course

Tennyson Suite Limited and LINIC Security Training are pooling training professionals to provide the combined course of Conflict Resolution and Lone Worker Training and Training in Accident Investigation and Reporting Procedures on Thursday, 16th September 2010 at Newhaven Enterprise Centre, Denton Island, Newhaven, East Sussex BN9 9BA.

The goal is to bring to the attention of the attendees, the growing incidence of violence towards employees during their working activities when lone working, as well as the importance and legal requirement of reporting and investigating accidents in the workplace.

**Duration:** 9 Hours for both courses

**Maximum number of delegates:** 25 persons

### Course 1.

### Accident Investigation & Reporting Procedures Training

#### Aims & Objectives:

- To provide delegates with an understanding of the importance of reporting accidents internally within the organisation
- To understand the legal implications of why external reporting of accidents is required
- To embrace the system of a non-blame culture when investigating accidents
- Improving working conditions by properly investigating accidents in the workplace
- To offer guidance on how to investigate accidents properly, on how to report them and what to do when things go wrong

**Who should attend the course:** Employers, upper and middle management, supervisors those who are in charge of external contractors working on their or their clients' behalf.

*Lunch, Tea & Coffee Refreshments are provided.*

**Prior knowledge:** No prior knowledge is required.

**Pre-seminar preparation:** No pre-seminar preparation required

#### Course Content:

- Legal requirements of accident reporting and investigation
- Role play of an accident and what you would do
- The duty of the employee and the employer with regard to accident reporting
- Why investigate accidents?
- The benefits to your organisation by proper reporting and investigation of accidents
- Practical Examples of effective accident investigation
- HSE's Strategy on Accident Reporting as well as their involvement.
- What to do when things go wrong?

**See Booking arrangements overleaf.**

*There are only 25 places available so book early to avoid disappointment.*



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### Course 2.

## Conflict Resolution and Lone Working

### Aims & Objectives:

- To raise the awareness of individuals to the potential of dangers of working alone as well as dealing with the public in general.

### Who should attend the course:

- Those persons who work alone or have employees that work alone.

***Lunch, Tea & Coffee Refreshments are provided.***

**Prior knowledge:** No prior knowledge is required, however delegates should be aware of the construction environment.

**Pre-seminar preparation:** No pre-seminar preparation required

### Course Content:

- Legislation
- What is Violence in the Workplace?
- Conflict Management Model
- Warning and Danger Signs
- Issues of Working Alone
- Basic Breakaway Techniques
- Tools that can be Used to Defuse Violence in the Workplace

**Cost for One Day - Two Course Event:**

**£90 + VAT per person**

Certificates are issued to delegates who have attended.

To book, log on to:

[www.tennyson-suite.co.uk/contact.htm](http://www.tennyson-suite.co.uk/contact.htm)

Complete your details in full and request a place at the seminar. We shall send you a booking form by return together with a pro-forma invoice for your place on the course.

*(To keep training costs low, we accept payment by cheque or bank payment only)*

Please note: No delegates can be admitted to the event unless payment is received in advance - your attention is drawn to the conditions of booking on the booking form.