

MARKSMAN
Corporate Services Ltd



CONFLICT MANAGEMENT AND PERSONAL SAFETY

CERTIFIED AND ACCREDITED BY

Lantra Awards

MODULE ONE



CUSTOMER CARE AND CONFLICT MANAGEMENT

2.5 - 3 HOURS



MODULE TWO

PERSONAL SAFETY

2.5 – 3 HOURS

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Please visit our web site - www.marksmanservices.co.uk

An Identified Training Need

The **Health and Safety Executive** definition of **VIOLENCE** in the workplace indirectly places a requirement on organisations, whose staff come into contact with other people, with the responsibility to manage any violence in the workplace.

H.S.E. Definition of VIOLENCE in the workplace

“ANY INCIDENT IN WHICH A PERSON IS ABUSED, THREATENED OR ASSAULTED IN CIRCUMSTANCES RELATING TO THEIR WORK”

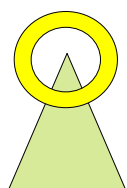
Overview

This is a flexible training package designed so that clients can demonstrate support for their staff by electing to have a one day training session covering both modules, or can elect to have either module as a stand alone training session. Independent certification by **Lantra Awards** will be a nationally accredited certificate of attendance for either module, or a combined certificate.

Module 1 is a classroom discussion based but trainer led session with the option of an end of session multi choice question at the discretion of the client. The course material will remain unaltered but the delivery methods will change depending on the experiences of the delegates

Module 2 will be a discussion based session with more activity during which delegates will be encouraged to explore a variety of safety techniques from effective verbal communication, personal safety space and moving into limited physical breakaway techniques and breaking holds.

PLEASE NOTE SOFT ANCHORING TRAINING TECHNIQUES ARE APPLIED TO ELIMINATE PHYSICAL EFFORT AND THE RISK OF INJURY



MARKSMAN CORPORATE SERVICES LTD

PROVIDING NATIONALLY ACCREDITED TRAINING
IN PARTNERSHIP WITH

LANTRA AWARDS



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Why Marksman



Marksman is a unique company run by myself, Mike Green. I was a firearms team trainer for a major metropolitan police force till I recently left having served 30 years. I decided to take my experience as a practical skills trainer into the private sector.

In brief I qualified as a trainer over 15 years ago, having attended a national instructor's course. I was taught adult learning psychology, facilitation and student centred learning. I have been a developing practitioner since then.

Due to my own continued development I can guarantee that candidates will be taught using the most up to date, effective, cutting edge proven teaching methods. I can guarantee this because over the years I have just about tried every new idea and fad. My students were firearms team operatives, who could hardly be described as tree huggers, so I got pretty direct feedback if they were not keen on me trying some of the more 'trendy' ideas being put forward by educational academics. I am a real world practical skills trainer who wore boots and overalls when I taught in a safety critical industry.

Due to the nature of the work I did, and positions held over the years, I gained a huge amount of experience about people and the ways individuals and teams tick, the management of adult dynamics and the importance of effective communications when in conflict situations. I learned strategies that were critical for dealing with firearms incidents safely and efficiently by applying force from assertion to potentially the application of lethal force.

The good news is that I will not be teaching anyone to shoot. I will let delegates explore what I know to be effective because I have experienced and applied all the principles.

I have received extensive training in personal safety and unarmed combat techniques derived from various disciplines. We have developed a series of personal safety and breakaway techniques which have a beautiful simplicity, which are effective and we know they work because we have used them.

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