

Managing Challenging & Aggressive Behaviour in Transport



Feeling safe and confident at work has never been more important. We've added IKON Live to our services so that your people can benefit from bespoke training whether they're working from home or in the office. IKON is committed to supporting your people to learn and perform at their best wherever they are:

- **Sector-specialist trainers employed by us**
- **Modular courses tailored to your needs**
- **Support through regulatory and HSE inspections**
- **Comprehensive audit trails**
- **Thorough post-course reports**
- **Regular professional feedback and advice**
- **Next stage recommendations**

IKON is recognised by the Institute of Conflict Management (ICM) as a Quality Award Centre. The ICM sets the standards in the delivery of conflict management training. All our courses are nationally accredited.



*The course was
great fun and very
informative, would
highly recommend*

Delegate, Merseyrail

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Positively confident at work

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

IKON Live

It's never been more important to feel safe and confident at work. IKON Live delivers our bespoke courses direct to device so that your people can benefit from first-in-class training whether they're working at home or in a distanced workplace.

It's a Covid-safe solution to the challenge of up-skilling your people without asking them to travel or share a class or training room with others.

We design the content of IKON Live training in the same way that we create our classroom-based courses.

We work with you to incorporate your own case studies alongside industry-specific and regulatory requirements.

Meeting individual needs

If only one team member from a group needs training, no problem. Because IKON Live is delivered direct to device, using earphones enables an individual to participate without disturbing anyone else.

We never stop learning; developing our team and our training

Our skills have been developed over 15 years working with organisations and businesses across the UK and taking time to understand the challenges they face.

We'll help you choose the solutions that work best for you:

- **Stand-alone courses**
Each module of which is tailored to suit your needs using your policies, procedures and case studies
- **Bespoke training**
A combination of courses chosen specifically to meet your requirements
- **Retained resource**
We work with you on an on-going basis, helping you to make the most of budgets and keep on top of legislative requirements
- **Train the trainer**
We'll give your people the skills to deliver our courses
- **Materials licensing**
Benefit from the printed resources and course materials created by IKON



We believe everyone has the right to feel safe and confident at work

Learning to keep people safe

Proven expertise

IKON has an enviable track record of working successfully with organisations and business across the UK, including:

- Greater Anglia
- Merseyrail
- Fred Olsen
- Mersey Travel
- Carlisle Support Services
- Over 40 NHS Trusts
- British Red Cross
- Marie Curie

IKON strength:

- Employed trainers
- Dedicated administrative support
- Feedback and stats within five working days
- Recommendations, refreshers and reminders



Because people matter

IKON has a higher proportion of employed trainers than most other providers. Not only are our people experts in our course content and how best to deliver it, they are as committed to the success of your training as we are. Our trainers are supported by a full-time admin team based at our office in Ipswich. This structure enables us to deliver you a more responsive service. You will have the support of a dedicated account manager and will receive a full report of the outcomes of your training within five working days.

IKON Live

IKON live delivers our bespoke courses direct to device so that your people can benefit from first-in-class training whether they're working at home or in a distanced workplace.



Stand-alone courses

Our individual courses are outlined on the following pages. Cost of each course is dependent on the complexity of the training, duration of the course and number of delegates needing to be trained.

Bespoke training

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.

Retained resources

IKON retained resource enables you to have skilled trainers at your service without having to recruit or manage them. We'll identify appropriately skilled people from our staff who can work with you on an ongoing basis.

In addition, we can help scope your training needs; preparing for inspections, acting on your Datix stats, for example. It's a more cost-effective way of buying training and a far easier means of managing budgets and forecasting.

Train the trainer

When your in-house team needs to learn new content and delivery, we can help. Our trainers have a deep and thorough understanding of the healthcare sector and they deliver motivational, insightful training with enthusiasm, building confidence and trust. It's these skills that we can pass on to your own team.

Training materials licencing

As you might expect, IKON has developed a comprehensive suite of proven training materials. These are available to buy on licence, either as individual documents or as part of a document suite.

*Very informative
and helpful
with the challenges
in my job role*

Delegate, Greater Anglia

Stand-alone courses

CONFLICT MANAGEMENT

Helps front-line people to recognise and resolve challenging situations.

Course content

- Exploring conflict
- Communication models and de-escalation
- Procedural, environmental and legal responsibilities
- Incident reporting and support

Suggested attendees: All front-line staff



Outcomes

This course will give front-line staff the necessary attitudes, behaviours and skills to resolve the situation in a safe, confident and effective way.

16

Max delegates
per session

6

Hours
per session

MANAGING TELEPHONE CONFLICT

This course helps people manage and defuse difficult phone conversations and learn coping strategies during and after aggressive calls.

Course content

- Recognising telephone conflict
- Communication skills
- Models to manage conflict
- Incident reporting and support

Suggested attendees: All telephone staff including call centre teams and customer liaison staff



Outcomes

People will learn coping strategies for use during and after an aggressive call allowing conversations to progress more productively.

16

Max delegates
per session

3.5

Hours
per session

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

LONE WORKER

Includes communication skills, risk assessment practices, as well as positive body language and basic stance and positioning.

Course content

- Lone working and personal safety
- Organisational policies and procedures
- Communication and lone working strategies
- Physical stance and positioning

Suggested attendees: Staff recognised as lone workers



Outcomes

This course will improve self-awareness and build confidence for people who work alone.

16

Max delegates
per session

3.5

Hours
per session

BREAKAWAY

This course is essential training for 'at risk' staff groups to help remove themselves from potential harm.

Course content

- Procedural and legal context
- Distance stance and positioning
- Relocation/distraction skills
- Breakaway and disengagement techniques

Suggested attendees: Front-line staff and all those facing challenging or aggressive behaviour eg Revenue Protection, Guards



Outcomes

Your people will learn simple and effective techniques to remove themselves from physical harm and safely disengage while gaining an understanding of the law.

12

Max delegates
per session

3.5

Hours
per session

Stand-alone courses

DEMENTIA AWARENESS

Defines the various types of dementia and the common risk factors that contribute to its development.

Course content

- Internal mechanisms of dementia
- Frustrations when interacting with challenging behaviour
- Communication models and theories

Suggested attendees: All staff who come into contact with the public



Outcomes

The course explains how to communicate effectively with people experiencing dementia.

16

Max delegates
per session

3.5

Hours
per session

MENTAL HEALTH AWARENESS

This course explores how to recognise and understand signs and symptoms of poor mental health.

Course content

- Myths, stigma and forms of mental ill-health
- Verbal and non-verbal interventions
- Support and signposting

Suggested attendees: All staff who come into contact with the public



Outcomes

The course gives delegates the confidence and skills to openly discuss concerns and provides practical solutions and signposting for additional support.

16

Max delegates
per session

3.5

Hours
per session

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

SCENARIO-BASED TRAINING

This training will provide delegates with dynamic, real-life situations to test skills and further improve skills and confidence.

Course content

- Consolidation of previous learning
- Setting the scene
- Experiential learning on site
- Debriefing and vicarious learning
- Reporting and support

Suggested attendees: All frontline staff, we currently deliver to Guards, Revenue Protection, Station Assistants, Customer Service/Experience



Outcomes

This course will consolidate previous training and enhance and cement skills adding value and confidence in aggressive situations.

12

Max delegates
per session

5

Hours
per session

*The format was
very engaging and
excellently delivered*

Delegate, Greater Anglia

Merseyrail case study



Meeting
People's Needs

Challenge

Merseyrail is vitally important to the transport infrastructure of Merseyside. All 900 frontline staff (revenue protection, station retailers, station assistants and guards) receive basic conflict resolution training. However, station staff face frequent physical and verbal threats and there have been accidents around the network.

Merseyrail needed assistance in designing bespoke training which would improve the performance of station staff and have a positive effect on customer relations and safety. They were also looking for strategic advice which would help them manage future challenges.

IKON's training team spent time working alongside revenue protection teams and station staff so that they could build a thorough understanding of the challenges being faced. This included face-to-face discussions with frontline staff and management.

Solution

- **IKON designed a bespoke training course which includes;**
 - **conflict resolution - communication skills and physical self-awareness**
 - **legislation - use of force, health and safety and rail bylaws**
 - **risk assessing individuals and situations**
- **It was essential that all training fulfilled staff needs and was carried out in line with the Merseyrail customer excellence ethos**
- **Post-training feedback was excellent with 99% of delegates 'very satisfied' or 'satisfied' overall**

Long-term benefits

Since the initial training, Merseyrail has commissioned bi-annual follow-up courses for staff and a comprehensive training programme for managers, enabling them to maintain continuity and consistency of learning.

We continue to work together to reduce passenger accidents on the network, increase awareness of mental health issues, and improve outcomes around aggressive behaviour.

Their delivery methods, adaptability, professionalism and knowledge in this area has allowed us to achieve our lowest passenger accident rate ever

Competency Training Manager,
Merseyrail



We'd love to hear from you

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

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[Click here to contact us](#)

IKON has expertise in the following sectors. Please get in touch if you'd like to discuss:

- Health and social care
- Local authority and housing
- Facilities, retail and leisure
- Education and further learning

Helped provide more tools to help me deal with conflict situations. Overall very good and helpful

Delegate, Greater Anglia