



WE ARE WORKING TO HELP MAKE THE RETAIL INDUSTRY A SAFER PLACE

Retail workers may face violence and aggression from customers, which can result in physical harm, decreased job satisfaction, and increased turnover rates. What do your staff do if a customer steals something and runs out? If your not sure of the answer, then we can help put them on the right path legally and from your policy / procedure point of view. By providing you with comprehensive training solutions that ensure you and your staff are equipped to manage and respond to incidents of occupational violence and aggression.

HOW DO WE DO THIS?

We have 5 proposed learning outcomes from each session of our fully **customisable** courses to help us create safer workplaces.



1. Understanding the concepts and application of situational awareness in current roles
2. Confirming the process for dealing with situations identified as having risk
3. Understand and apply concepts of planning and tactics for high risk activities that follow policy and procedures to make your work place compliant
4. Understanding and applying de-escalation skills to prevent incidents from occurring
5. Running scenario based incidents that empower staff to feel safer at work