

- Event:** North of England Conference in 'Personal Safety for Lone Workers'
- Location:** Pavilions of Harrogate, Great Yorkshire Showground, Harrogate, HG2 8PW
- Date:** Wednesday, 28<sup>th</sup> May 2008
- Time:** 09.30 - 16.30
- Admission:** Ticket only: £229 + VAT (£189.00 + VAT for Charitable Organisations)  
Price includes refreshments, lunch and complete conference pack.
- Booking:** Please contact [personalsafety4u](http://personalsafety4u.com) by telephone or email.
- Objectives:** The key objective of this conference is to provide professionals, interested in improving the personal safety of lone workers with specific and up-to-date information, which will go far beyond theory alone. Some of the leading experts in personal safety related topics will deliver talks, covering 'tried and tested', 'factual based' and 'straight forward' guidelines and procedures.

#### **Who should attend?**

This conference has been designed for people with management responsibilities for lone workers, and lone workers themselves, currently working for local authorities e.g. Environmental Health, Trading Standards, Licensing, Housing, Social Services, NHS and employees of privately owned companies e.g. estate agents, private nurses and field representatives. It is also of great relevance to occupational health and safety officers and HR personnel who work within organisations where lone working takes place.

#### **Speakers**

##### **Assessing the Risk**

**Mark Jenner** - After being operationally involved in the security sector for almost two decades Mark spent 2 years establishing ConflictPro, an organisation facilitating the continuing professional development opportunities for trainers across all sectors working in the field of managing violence and aggression. Remaining General Manager of ConflictPro, Mark has now returned to his role as a manager of the physical skills portfolio within Maybo, the UK's leading consultancy in workplace violence and conflict resolution.

##### **Improving Communication & Reporting Procedures**

**Robert Kaiser** - Robert has been responsible for the personal security of several high profile professionals facing high risk threats for more than fifteen years. Since moving to the UK in 1998, he has, as the Managing Director of personalsafety4u, been assisting numerous local governments, privately owned companies and individuals in adapting to today's harsh realities such as anti social behaviour, aggression and violence. He is also author of BE SAFE - The Lone Workers Guide to Personal Safety.

##### **Body Language & Confidence**

**Shirley Murchison BSc. (Hons)** - Shirley gained an Honours degree in Psychology in 1999 specialising in Non Verbal Communication and currently carries out training for various organisations in both the private and public sector. Her highly regarded talks on body language are known to be practical and interactive, delivered in a 'no nonsense', jargon free and professional manner.

##### **Conflict Management**

**Barrie Davies** - Barrie is a former police officer, trained as a hostage negotiator, kidnap and extortion specialist and conflict management instructor. Being one of the respected experts in the UK, his talk will provide excellent guidelines and recommendation in relation to all areas surrounding the management of conflict and work related violence.

##### **Managing the Aftermath of Workplace Violence**

**Paula Ellen** - Paula began her career as an NHS counsellor working with people having experienced trauma. She has spent the last 6 years working for Victim Support National Centre providing consultancy and training on the support of victims of crime and workplace violence. Paula has just completed the leadership of a European Commission project developing services to victims of terrorist attack, and is currently fulfilling a contract to deliver training to the Probation Service in Romania.

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<b>Name</b>	
<b>Job Title</b>	
<b>Organisation Name</b>	
<b>Department</b>	
<b>Address</b>	
<b>Contact Number</b>	
<b>E-Mail Address</b>	
<b>Number of Tickets Required</b>	

- Payment Enclosed: Y/N
- Please make cheques payable to ASE0 Ltd.
- For bacs payments, please send payment: ASE0 Ltd – Account: 41032934 – Sort Code: 54-30-46
- Do you require a VAT invoice/receipt: Y/N
- Please note payment must be received 14 days prior to the event taking place to secure your booking
- Please return booking form to address below.