

SAFE & SOUND

Communication and Personal Safety Skills Workshops
for the countryside, heritage and recreation sectors.



You can find out more about Safe & Sound on our website (Turningmoment.net) or please get in touch via: info@turningmoment.co.uk.



Engaging positively with the public is an important part of any modern countryside manager's role. Over the last three years we have all heard about the challenging situations that countryside staff in all sorts of organisations have faced; antisocial behaviour, dogs, litter, unauthorised fires, and camping to name but a few.

At Turning Moment, we work with countryside staff to emphasise and support protecting peoples' mental health and the trauma of dealing with the challenging situations and bad behaviour that some staff unfortunately experience. Having supported more than a thousand people, we have found that some have suffered from acute post-traumatic stress disorder type symptoms following incidents. This is particularly the case following aggressive interactions which can leave staff feeling worried and vulnerable for a long time.

We believe that the mental health implications of aggression and difficult interactions with the public are a significant issue for people working in a countryside setting. While physical assaults do happen, in our experience they are rare. We focus on how to speak and interact with people in a way that will keep you safe – physically and mentally. This includes words and phrases that will have the most impact. This is not an approach typically taken in this type of safety training.

Safe & Sound is a communication and personal safety skills workshop designed specifically for people working in countryside, heritage and recreation settings. Developed through a long working relationship with the National Trust to address challenges faced by staff and volunteers, Safe & Sound is led by Dave Barrett, Director of Turning Moment. Prior to setting up his business, Dave had a long career in land management, embracing work 'at the coal face' managing nature reserves, leading practical teams, and coaching executive level leaders. As a specialist in conflict resolution, and Samaritans listener and trainer, Dave offers a unique blend of skills to support workshop attendees.

The objectives of Safe & Sound are to set out clearly your organisation's personal safety expectations; provide the skills and knowledge to recognise, minimise and avoid the risks posed

by potentially harmful situations and behaviour; give you a basic set of skills and the knowledge to prevent escalation; create the opportunity for you and your colleagues to share knowledge and learn from each other and help you to feel more confident in your decision-making and actions.

Each workshop centres around a series of case studies developed specifically in response to issues faced by the team we are supporting. Particular 'favourites' concern dogs (and leads), barbecues, camping, wild swimming, off-road cycling and car park management. To help bring the case studies to life, we offer the option of involving professional actors.

Safe & Sound has been well received by attendees. Feedback includes:

"The best training course I have attended in a long time. Many people can deliver material, however it takes a skilled trainer

to create a safe space to allow people to share their thoughts on difficult topics and also I thank Dave for his personalised response to peoples' contributions to the discussions." (National Park)

"I really enjoyed the course and, despite it being on Zoom, I thought it worked incredibly well. The actors brought the situations to life which was helpful to envisage how changes could be made in handling situations. We printed a copy of the workbook out to keep behind the desk in the Visitor Centre." (National Park)

"Thank you for a really well held workshop that was tailored to our organisational needs. So often training feels off the shelf, so it was fantastic to have Dave's experience of working in the conservation sector, in frontline conflict-inducing situations matched with his excellent language skills." (Wildlife Trust)