



FEAR-FREE SOLUTIONS FOR WORKPLACE VIOLENCE

Violence Prevention Consultants

email us anytime to start a conversation:

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Government & Corporate Training

Current Programme Portfolio



VIOLENCE PREVENTION PROGRAM

With over 15 years of expertise, we provide an exceptional array of tailored learning and training opportunities crafted exclusively for central and local government as well as corporate clients. Our specialised programs are designed to meet the distinct needs of these sectors, ensuring relevance, effectiveness, and tangible results. Partner with us to access a wealth of experience dedicated to elevating the capabilities and success of your organisation.

With a range of in-depth and up-to-date courses to select from, our anti-workplace violence training programs are designed to empower your team with the knowledge and skills needed to foster a secure and respectful work environment. Through innovative approaches, real-world scenarios, and proactive strategies, our training goes beyond theoretical concepts, providing practical tools for conflict resolution, threat awareness, and effective communication. Equip your workforce with the confidence to navigate challenging situations and contribute to a culture of safety. Choose FearFree for comprehensive anti-workplace violence training and invest in the well-being and security of your team. Together, let's build a workplace where safety, respect, and collaboration thrive.

How we can help.

Bespoke Workshops- let us tailor make the training based on your risk

- De-escalation and preventing workplace violence for face to face staff
- Frontline threat awareness workshop for face to face staff
- De-escalation for call centre staff
- Leadership in Crisis: Workplace violence response
- Resilient Leadership in Public Engagement: Navigating Aggression in the digital age
- Compliance/Warranted/Enforcement officers-essential and advanced
- Suspicious mail/Bomb threat/Active armed threat

Elevate your security measures with our expert services in General Security, Lockdown Policy, Procedure, and Drills. Our team specialises in meticulous reviews and preparation tailored to your unique needs. Allow us to expertly assess and enhance your current security arrangements, providing you with an independent perspective on the effectiveness of your protection measures.



OUR COURSES

CUSTOMERS & CONFLICT

Ideal for both office and field-based frontline staff, our renowned workshop has earned recognition as a Health and Safety Awards finalist. Tailored for those engaging directly with the public, this Customer Conflict Awareness Course is designed to equip participants with essential skills for effectively handling challenging situations with difficult, angry, or unwell individuals.

Key Features:

- **Sound Decision-Making:** Emphasising a thoughtful and strategic approach to conflict resolution.
- **Non-Confrontational:** Focused on fostering a positive environment through non-aggressive methods.
- **De-Escalation Skills:** Prioritizing effective communication and heightened situational awareness.

Target Audience: Geared towards all members of face-to-face operational teams.

Duration: Flexible timing, ranging from 3.5 hours to a full day based on assessed risk levels.

Course Content:

- **Handling Aggressive Individuals:** Strategies for safely managing confrontational encounters.
- **De-Escalation Techniques:** Practical skills to defuse tense situations and minimize escalation.
- **Break Free from Harm Techniques:** Empowering participants with methods to protect themselves when needed.
- **Personal Safety Tactics:** Essential insights and practices to enhance personal safety awareness.
- **Communication and Body Language:** Effective communication strategies and non-verbal cues for diffusing conflict.

A man with a beard and sunglasses, wearing a blue blazer, is standing in front of a window with a green mesh screen. He is using a piece of chalk to draw a dark silhouette of a person on the screen. He is holding a black folder or laptop under his left arm.

Frontline Threat Awareness Workshop

Our Frontline Threat Awareness Workshop, where real-world preparedness meets hands-on training. In this dynamic and practical session, participants will engage in immersive scenarios crafted from actual incidents and tailored to your specific workplace risks. This is an extension of the conflict workshop.

Target Audience

All face to face operational team members.

Duration

From 4 hours to a full day- depending on risk.

Content

- **Scenario-Based Learning:** Explore lifelike situations designed to enhance threat awareness and response skills.
- **Practical Exercises:** Dive into hands-on activities that mirror real-world challenges, allowing for immediate application of learned strategies.
- **Risk-Centric Approach:** Address workplace violence by focusing on your organization's unique risks and historical incidents.
- **Interactive Discussions:** Foster collaboration and exchange insights with fellow participants, ensuring a comprehensive understanding of potential threats.



De-escalation for call takers

In this comprehensive 3 hour session, participants will gain invaluable skills and strategies to confidently navigate and de-escalate difficult interactions, ensuring a secure and respectful communication environment.

Key Training Components:

1. De-Escalation Techniques: Learn effective methods to defuse tension and manage emotionally charged conversations with poise.
2. Active Listening Skills: Enhance your ability to understand and empathize with callers, fostering better communication and resolution.
3. Boundary Setting: Acquire tools for establishing and maintaining professional boundaries to safeguard your well-being.
4. Strategic Communication: Develop clear and assertive communication techniques to convey control and authority in challenging situations.
5. Self-Care Practices: Explore strategies for managing stress and emotional impact, promoting mental well-being after challenging interactions.



Leadership in Crisis: Workplace violence response workshop

Empower your frontline managers and supervisors with the skills and confidence to lead in the face of crisis. Join our 4-hour workshop where we delve into the nuances of handling workplace violence incidents. From staff or customer injuries to dealing with aggressive offenders and coordinating with law enforcement, this session equips leaders to manage the initial critical moments until professional help arrives.

Key Workshop Components:

- **Incident Command Strategies:** Learn effective leadership approaches in the chaos of a crisis.
- **Communication Protocols:** Master clear and concise communication to ensure a coordinated response.
- **De-escalation Techniques:** Acquire skills to defuse tense situations and protect both staff and customers.
- **Emergency Coordination:** Understand the role of your team in collaborating with emergency services.
- **Legal Considerations:** Navigate the complexities of legal and ethical responsibilities during a crisis.



Resilient Leadership in Public Engagement: Navigating Aggression in the digital age

Elected, board and senior members of government and corporate organisations play a crucial role in public engagement, often facing challenges both in physical spaces and the digital realm. This workshop provides an essential toolkit for leaders to navigate and manage aggression effectively, fostering resilience and constructive communication.

The length of this workshop is flexible as we know senior leaders time is valuable.

Key Workshop Components:

- **Digital Diplomacy:** Learn strategies to address aggression and hostility in online spaces.
- **Public Interaction Mastery:** Develop skills for managing challenging situations in face-to-face encounters.
- **Media Literacy:** Understand the dynamics of public perception and respond strategically to media challenges.
- **Dealing with Cyberbullying:** Equip yourself to handle online aggression with poise and efficacy.
- **Community Engagement:** Foster positive interactions with the public through effective communication and conflict resolution.



BOMB THREAT & SUSPICIOUS MAIL/COURIER PROCEDURES

Would your team be prepared to respond if faced with a bomb threat or a suspicious courier package at your front counter or in the mailroom? Our specialised training is designed to ensure your staff knows exactly how to react in such critical situations.

Target Audience: Relevant for all staff, with particular emphasis on frontline and mailroom personnel.

Duration: Concise and impactful, the training spans 90 minutes.

Course Content:

- **Identifying Red Flags:** Equip your team with the skills to recognize signs of suspicious mail and potential threats.
- **Effective Reaction Protocols:** Learn step-by-step procedures on how to respond swiftly and appropriately.
- **Preserving Evidence:** Understand the crucial steps in preserving evidence for investigative purposes.

ENFORCEMENT AND COMPLIANCE ESSENTIALS COURSE

Tailored for new enforcement and compliance officers, this foundational course is crafted to ensure the safe execution of duties in the intricate realm of inspections and warrants. Gain a comprehensive understanding of the intricacies surrounding warrants, including legal implications and the judicious use of warrants through the development of soft skills and heightened situational awareness.

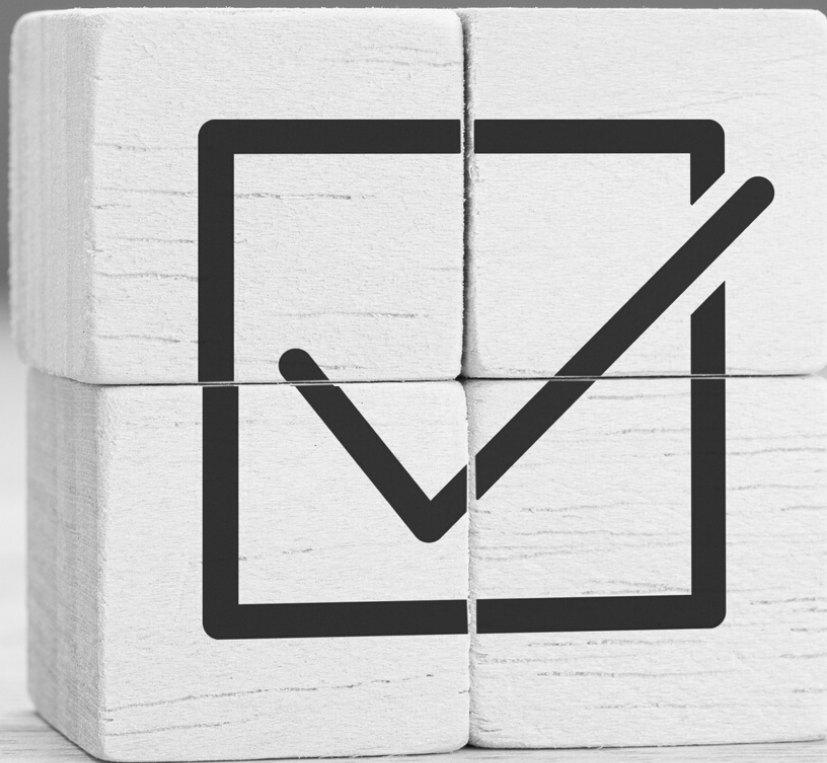
Target Audience: Designed for warrant card holders, enforcement & compliance officers.

Duration: A one-day intensive training session.

Course Content:

- **NZ Law Overview:** Delve into the specifics of New Zealand law relevant to duties as enforcement and compliance officers.
- **De-escalation Techniques:** Acquire essential skills in defusing tense situations to ensure the safety of all parties involved.
- **Break Free from Harm Moves:** Learn practical techniques to safely and effectively protect oneself when confronted with harm.
- **Basic Risk Assessments:** Develop the ability to identify and respond to suspicious behavior through fundamental risk assessment strategies.

ADVANCED WARRANT AND COMPLIANCE OFFICER WORKSHOP



Elevate your skills and expertise as a warranted or compliance officer through our intensive day-long workshop. This advanced course is specifically designed for seasoned professionals, offering an in-depth exploration of complex scenarios and advanced techniques necessary for the successful execution of duties.

Target Audience: Exclusively for experienced warrant card holders, enforcement & compliance officers seeking advanced training.

Duration: A comprehensive one-day workshop.

Workshop Highlights:

- **Legal Mastery:** Deepen your understanding of intricate legal aspects pertinent to advanced enforcement and compliance duties.
- **Advanced De-escalation Techniques:** Fine-tune your ability to defuse high-stakes situations with advanced de-escalation strategies.
- **Complex Risk Assessments:** Navigate intricate situations through advanced risk assessment methodologies.
- **Navigating Legal Challenges:** Address legal challenges specific to your role and explore strategies for effective resolution.



WORKPLACE ACTIVE ARMED THREAT AWARENESS

In the face of potential active armed situations, it is crucial for staff to be not only mentally but also physically prepared. FearFree provides specialised training packages designed for both general staff and managers, ensuring a comprehensive approach to active shooter preparedness. Additionally, FearFree offers extensive consulting services, ranging from site assessments to policy evaluation and development specific to active shooter scenarios.

Target Audience: Relevant for all staff members.

Duration: A concise and impactful 90-minute training session.

Course Content:

- Recognizing Characteristics: Identify the key attributes of both an Active Shooter and an Active Shooter Incident.
- Preparation and Prevention: Understand proactive measures to prepare for and prevent potential Active Shooter Incidents.
- Confrontation Response: Learn effective actions to take when confronted with an Active Shooter Incident.
- Interaction with Law Enforcement: Understand proper procedures when responding to Police/Tactical forces.
- Lockdown Process Overview: Gain insights into your organisation's lockdown procedures.



INTERNATIONAL TRAVEL SAFETY

GLOBAL TRAVEL SAFETY AND SECURITY BRIEFINGS

Enhance the safety and security of your international corporate travelers with our specialised training sessions. Many potential security and safety issues can be proactively addressed through proper training. Prior to your group's departure, our experienced team can provide a customized briefing tailored to the specifics of your destination.

Target Audience: Ideal for corporates, groups, sports teams, and schools.

Duration:

- Low-risk travel briefing: Half day
- High-risk travel briefing: Full day

Course Content:

- **Destination Briefing:** Tailored information about the specific destination your group will be traveling to.
- **Current Security and Safety Overview:** Stay informed about the existing security and safety situation at the location.
- **Risk Mitigation Measures:** Equip your team with strategies to minimize potential risks.
- **Hot Spots Awareness:** Identify and avoid areas with heightened security concerns.
- **Hotel Security:** Understand key considerations for ensuring hotel safety.
- **Personal Safety:** Practical tips for individuals to enhance their personal safety abroad.

When and Where? Workshops are conducted at the client's location as needed.

email us anytime to start a conversation:
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