







Session 10	<b>Dealing with Incidents</b>		 Duration: <b>75 mins</b>
<p><b>Session Summary</b></p> <p>This session provides guidance on dealing with specific security and safety threats, and outlines essential measures to prevent or respond to incidents or situations.</p>			
<p><b>Session Objectives</b></p> <p> • Examine different security and safety threats in the operating environment.</p> <p>• Explore basic precautions and immediate response actions for different threat scenarios.</p>			
<p><b>Learning Outcomes</b></p> <p>By the end of this session participants should be able to:</p> <p> • Outline preventative measures to minimise specific security and safety threats, and describe how to respond to incidents or situations.</p>			
Time	Suggested Activities		Resources
2 mins	<p><b>Introduction</b></p> <p>Introduce the session and provide a brief overview of what this session will cover.</p>		<ul style="list-style-type: none"> <li>• S.10 Dealing with Incidents Presentation - Slide 1</li> </ul>
35 mins	<p><b><i>ACTIVITY: Prevent &amp; Respond</i></b></p> <p>Explain that the aim of the activity is to examine key threats in the operating context and identify the various precautions staff should take to prevent or avoid an incident or situation, and how best to respond should it occur.</p> <p>Identify up to four key threat topics to focus on. Choices will be influenced by the threats in the operating environment, the number of participants, and time available. However, <b>sexual violence should be included as one of the threat topics addressed in all trainings</b>. If the number of participants is small or time is tight, then only look at three key threat topics with three groups.</p> <p>Split the participants into groups. Inform each group which threat type you wish them to focus on. Give each group two flip chart sheets – one with the title ‘Prevent’, the other with ‘Respond’.</p> <p>Ask participants to list preventive or responsive measures or actions under the relevant title. For example, if an action would enable staff to avoid or not be affected by an incident or situation, list it under ‘Prevent’. If they feel that the action helps staff react to an incident that is occurring, or immediately afterwards, list it under ‘Respond’.</p> <p>Rotate each group through each of the threats selected, so everyone gets to discuss and contribute to all the threats. After 10 mins, ask each group to rotate clockwise and move to the space/flip chart sheets left by another group. Explain that they should add to the points captured by the other groups so far. If there are any points that they do not understand or disagree with, they should indicate this next to the point.</p>		<ul style="list-style-type: none"> <li>• Slide 2</li> </ul>

	<p>After 5 mins, rotate the group again so they move on to a different threat. After a further 5 mins repeat this again, so each group has worked on all the threats.</p> <p>At the end, place the completed flip chart sheets on the wall and/or stands, so that both the Prevent and Respond lists for each threat are visible. Ask all participants to gather around one of the threats and review the different measures identified by others.</p> <p>When participants have looked at the list, ask them if there are any points that they want further information on, or they do not agree with. Highlight issues that may make the suggested action difficult to achieve in an operating context or could make the situation worse, and explain why.</p> <p>Once you have finished reviewing a threat, present the slides that correspond to that threat (see below) to summarise the key points, before moving on to review the next threat.</p>	
35 mins	<p><b>Dealing with Incidents</b></p> <p>For each threat discussed, provide an overview of that threat and its potential impact. Where possible draw attention to any incidents within the operating context to emphasise how and when they are likely to occur, and who is most likely to be affected.</p> <p>Highlight some of the measures and actions staff can take to either prevent such incidents, or to respond should they occur to minimise their impact.</p>	<ul style="list-style-type: none"> <li>• Slides 3 – 48 (only use slides that relate to threats chosen for the Prevent &amp; Respond exercise - hide the others).</li> </ul>
3 mins	<p><b>Wrap-up</b></p> <p>Summarise the key points and answer any questions.</p> <p>Emphasise the importance of preparedness and discussing how to respond to various incidents as a team.</p> <div data-bbox="300 1272 1145 1585" style="background-color: #e0f2f1; padding: 10px;"> <p> When faced with threatening situations, how effectively you respond and deal with the situation is influenced by how alert and prepared you are. Individuals respond much better if they have thought about a threat beforehand and considered how best to respond. Similarly, if teams discuss likely scenarios and agree in advance how best to respond if they occur, the more likely individuals in a team will react in a similar way.</p> </div>	