

# **REAL ESTATE AGENT & PROPERTY MANAGER STAFF SAFETY WORKSHOP**







“After **15 years in the industry**, this was the **first training I’ve experienced that was specifically designed to the unique risks** we face in our job. I felt truly supported and empowered by the business’s commitment to providing me with the **tools and knowledge** to prioritise **myself and the team’s safety.**”

**Kurt Smith** - Client Relationship Manager at Harcourts Cooper & Co

**Harcourts**

# EMPOWERING SAFETY, ENHANCING PREPAREDNESS

**StaySafe Property understands the risks that Real Estate Agents and Property Managers face daily, from dealing with unknown individuals to managing aggressive tenants and working in unknown and potentially unsafe environments.**

Drawing on frontline policing and tactical experience, we offer an industry-specific staff safety workshop to empower industry professionals with practical, real-world tools, knowledge, and confidence to identify and manage risks effectively.

Our mission is to equip businesses with the skills needed to foster a proactive safety culture while ensuring the well-being of their staff, clients, and tenants.



# WHAT THE **IN-PERSON** WORKSHOP INVOLVES

This training takes a practical approach, blending essential theory with hands-on learning. Participants will engage in interactive tabletop exercises to explore real-world scenarios and develop effective strategies. The workshop also includes practical elements, providing attendees with the opportunity to apply their skills in simulated situations tailored for Real Estate Agents and Property Managers. Our comprehensive approach ensures participants leave with both the knowledge and confidence to handle incidents effectively.

## Tactical Communication - Managing Difficult Individuals or Tenants

### **AWOCA Model**

Explore a strategic communication framework designed to navigate challenging interactions, influence outcomes, and de-escalate potentially tense conversations effectively whether in person or over the phone.

### **Practical De-escalation Techniques**

Learn actionable strategies to defuse conflicts and manage difficult behaviours with confidence and professionalism.

### **Building Rapport**

Understand the impact of simple yet powerful tools like expressing gratitude through “thanks” to establish a cooperative atmosphere.

## Managing Aggressive Behaviour

### **Mastering the ‘Safe Setup’**

Learn practical techniques for positioning yourself around individuals or tenants to maintain safety while upholding a professional demeanour.

### **Safe Withdrawal Strategies**

Develop skills to effectively and safely exit escalating situations, whether inside or outside a property.

### **Introduction to Release Techniques**

Gain a foundational understanding of how to safely free yourself from wrist grips or similar holds should a situation escalate to a point of you being grabbed by an individual.

### **Legal Justification**

Understand the legal justifications when using force against an individual to defend yourself or another.



## Situational Awareness

### **Assessing Properties**

Learn how to evaluate a property before entering, gathering key information to enhance your risk assessment before approaching the house.

### **Optimal Positioning at a Door**

Master the art of positioning yourself around doors during a 'door knock' to ensure you see the individual first before they see you.

### **Contingency Planning**

Understand the importance of contingency planning and how to develop strategies to respond to unexpected situations on-site.

### **The Two-Stage Door Knock**

Discover the effective 'two-stage' approach to conducting a door knock.

### **Conducting Open Homes and Property Inspections**

Learn the safest and most effective methods for conducting property inspections, open homes, or evaluations so you aren't left isolated in part of the house with uncleared areas between you and your exit.

### **Walking up Driveways**

Learn effective strategies for safely approaching a front door, minimising exposure to potential risk areas as you walk up a driveway.

## Dog Safety

### **Assessing Properties for Dogs**

Learn how to assess a property for the presence of dogs before entering.

### **Pre-Entry Precautions**

Understand the actions to take before entering a property to identify if dogs are potentially present.

### **Interpreting Dog Body Language**

Gain insights into understanding dog body language to help assess a dog's mood and intentions.

### **Reacting and Positioning around Dogs**

Learn the safest ways to react and position yourself when approached by a dog, including techniques to calm or distance yourself without escalating the situation.

### **Managing Dog Bites**

Understand how to effectively manage a dog bite, including immediate actions.

# LEARNING OUTCOMES

- 01** Increased confidence in handling confrontational situations.
- 02** Improved awareness of personal safety and risk factors.
- 03** Practical skills for creating a safer working environment.







“The session was **engaging, practical, and tailored to the unique challenges we face** in our day-to-day operations. Sam provided clear strategies to identify potential risks, de-escalate situations, even deal with aggressive dog behaviours! His coaching will help to guide our team in maintaining a safe environment for both our staff and tenants. **The team left feeling confident and empowered, with tools we can apply immediately.** We highly recommend this training to any business looking to enhance their awareness and safety protocols.”

**Deb McKinnie** - General Manager Residential Property Manager at Harcourts Cooper & Co

**Harcourts**

## WORKSHOP DETAILS

- **Duration:** Approximately 3.5 - 4 hours
- **Delivery Mode:** In-person
- **Location:** At your workplace
- **Group Size:** Recommended for teams up to 15
- **Cost:** \$1,500 NZD (Including GST)

“We were **extremely impressed by the quality of the workshop offered** by Sam Clarke and the **high level of engagement from our staff**. Sam tailored the workshop to **suit our specific needs** for our Property Managers and had the **right balance of practical moments** - at a level comfortable for all staff, theory based and some humour. **We will certainly be booking Sam in again!**”

**Stephen Dallow** - Regional Manager - Property Management at Barfoot & Thompson





# FREQUENTLY ASKED QUESTIONS

## **Who is this workshop suitable for?**

This workshop is designed for Real Estate Agents and Property Managers of all experience levels.

## **Can the workshop have both Real Estate Agents and Property Managers present?**

Absolutely. Examples and training material will be tailored to be relevant for both roles. However, the workshop can also be conducted separately for each group.

## **Do I need prior training?**

No prior training is required.

## **Is this workshop interactive?**

Yes, participants will engage in hands-on activities, discussions, and scenario training.

## **What does the workshop fee cover?**

The fee covers the in-person workshop, including all materials and training. It does not include any travel expenses, which may apply if we need to travel to your location.

## **Can the training be tailored?**

Absolutely. We can customise the content further to address specific challenges your team faces.

## **How do we book the workshop?**

Contact us at **[sam@staysafeproperty.com](mailto:sam@staysafeproperty.com)** to discuss availability, and how to secure a spot for your team.

# CONTACT INFORMATION

StaySafe Property  
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