

Allergen Management for Senior Leadership Teams

This workshop is tailored to your business, specifically for Area, Regional and Operational Managers, to bring allergens and their management to the forefront of your business. We will look at case studies where it has gone seriously wrong and hear from Ruth Holroyd, who experienced a traumatic incident when a venue, she had visited previously, supplied her a dish that contained the allergen that caused her reaction and how it ended in court. We also talk about internal incidents and near misses, and review where gateways can prevent a serious incident occurring.

What's covered

- Ice breaker - Allergen Myths – You Don't Know What You Don't Know!
- Near Miss reporting – where it can go wrong!
- Case studies: what went wrong
 - Witness impact statement from Ruth Holroyd
- Case studies: internally, what can we do better
- Communications exercise
- Dos and don'ts
- What are you going to take away from the session

Who should attend?

ALL management team members, including relevant departments e.g., events, admin and general managers. Helping to enable awareness of worst-case scenarios and feed back to teams the importance of allergen management gateways.

Delivery

The workshop is delivered face to face up to 3 hours, there are many opportunities for interaction and Q & A throughout the session.

A letter of attendance (CPD) per delegate will be provided for attendees in pdf format.

Learning Outcomes

- Awareness on where and when it can go wrong,
- How to prevent near misses occurring in the future
- Creating a positive reporting culture
- Ensuring positive customer communication

What attendees are saying:

'Just wanted to say thank you for today. Very positive feedback from the team and it has given them food for thought.'

'I did not realise how a reaction affects someone, and how that can last weeks, months and years after the incident.' – **Listening to Ruth's witness Impact statement**

Contact us now for more information or to discuss any aspect of the course please Email

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