



“You’ve wiped her tapes, Mark!”

Mark Wingfield received a call from Hull Trains explaining that a member of staff had been sexually assaulted at the end of her shift and just before her holiday late in 2015. Understandably the lady was very shaken up by her ordeal but resolved herself to try and enjoy her holiday and put the whole episode behind her.

Still highly distressed and not sleeping well she was in contact with her employer over the holiday and explained that she felt very uncomfortable returning to work, despite the fact that she really enjoyed her customer-facing role.

The company knew of the resilience and assertiveness training available from MAX Training & Development and asked if we could help.

After discussions with concerned staff and the survivor of the assault, Mark proposed an initial Havening Techniques® session together with some other stress management techniques including Heart Rate Variability (HRV) Control.

The consultation with the staff member took place on a 1:1 basis in a private room at an office during the employee’s holiday. Within an hour, the emotional distress associated with the assault had gone and the lady’s laugh had returned. Mark also successfully rid her of 2 phobias - one was of clowns and the other was of ants.

A fabulous result - the Health and Safety Manager received a hug from the lady (which was not usual) and he commented that Mark had “wiped her tapes” of the episode.

Shortly after, Mark worked with highly experienced managers from the union, HR and health and safety staff and the British Transport Police to pull together a highly successful tailored half day session incorporating boundaries, communication skills, developing empathy, assertiveness skills and simple effective last resort self-defence to stop assaults happening.

The report to the board of initial feedback on the course was: ‘Very different’, ‘Absolutely excellent’ and ‘The best conflict management training course I’ve been on’

The success of the pilot course led to all onboard staff in the organisation being trained Spring 2016 and subsequent years until lockdown in 2020.

Assaults dropped from an awfully high level to 3 (verbal only) in 180,000 journeys.

The Operations Director commissioned work at c2c in Essex when he moved there some years later. The original MD from Hull Trains became MD of Sheffield Supertram where all conductor and maintenance staff were trained in 2024.

For a wide range of videos on Havening® and Conflict Management see <https://www.youtube.com/@havening> & here other feedback on Mark Wingfield’s work: <https://www.haveningmax.com/feedback-on-mark-wingfields-havening-training>