

CIEH CONFLICT RESOLUTION AND PERSONAL SAFETY (LEVEL 2)



Overview

The CIEH have created the Conflict Resolution and Personal Safety training course to help protect staff against workplace violence. Employers have a duty of care to provide for their staff and any violence can be both physically and psychologically damaging. Over the duration of this course delegates will learn ways of dealing with confrontation to maintain a safe working environment.

Outline of Programme

- Introduction to the CIEH and the course.
- Laws and legislation.
- Creating and maintaining a safe working environment.
- De-escalating confrontation.
- Ensuring safety of themselves and others.

Assessment

The CIEH conflict resolution and personal safety training course takes around 3 hours and delegates may be expected to engage in several group activities. Our experienced trainers

will be on hand to help guide participants through these sessions and a certificate will be awarded upon completion.

Cost

Our courses are competitively priced, and we aim to beat any equivalent training quote.

Important Information

- The training venue should be quiet and undisturbed.
- Staff should not be expected to be on duty.
- Staff attending should remain for the entire length of the session.
- Flexible dates available.
- Call to book a day that suits you.