

CONFLICT MANAGEMENT AWARENESS



Overview

This training ensures that delegates understand how conflicts arise and how they, as individuals, can manage conflict effectively. Delegates will come away knowing how to handle workplace violence, reduce risk, and make a positive impact in difficult scenarios. They will also learn what to do after a conflict situation, including how to report and escalate incidents. This course is designed to suit all staff and is delivered with the flexibility to ensure that it adds value to any organisation.

Outline of Programme

- What is conflict management?
- Identifying aggressive behaviour.
- Violence, intimidation and bullying in the workplace.
- Escalation protocols.
- Communication skills.
- Stages of conflict management and personal safety.
- Reducing conflict and encouraging the positive approach.
- Managing aggressive and intimidating behaviour.

Assessment

Conflict Management Awareness training 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.