



## Conflict Resolution and Personal Safety

### Who should attend?

Appropriate for all employees in the public and private sector whose work brings them into contact with others, e.g. colleagues, customers, members of the public, patients or clients.

### Overview and benefits

Work-related violence is on the rise and employers have a duty of care to provide a safe place of work. This is not easy in environments where the potential for conflict and aggression is high. Zero tolerance initiatives and commitment to prosecution have brought improvements in large organisations. Many pubs and clubs now work together to monitor and bar known troublemakers. Yet high staff turnover and lack of training mean many people are still vulnerable to physical and psychological damage.

This course:

- ❖ Enables employees to protect themselves in the face of confrontational behaviour
- ❖ Provide employees with and understanding of:
  - the terminology used in conflict resolutions
  - the laws that apply to businesses and staff
  - how risk of conflict can be assessed
  - methods of defusing confrontational situations
  - the importance of person safety
- ❖ streamlined one day course programme covering the specifics of conflict management

### Course content

- ❖ the law
- ❖ the work environment
- ❖ resolving confrontational situations
- ❖ personal safety

### Outcomes

On completion, candidates will understand:

- ❖ the terminology used in conflict resolution
- ❖ the laws that apply to businesses and their employees
- ❖ the concept of a safe working environment and how the risk of conflict can be assessed
- ❖ the use of appropriate methods to de-escalate a confrontational situation
- ❖ the importance of personal safety

### Prerequisites

The candidate requires no previous qualification or experience

### Further information

Course duration: One day programme

Assessment method: on-going during the course