



Conflict Resolution Training



This one-day course is designed to meet the needs of all staff who have direct contact with the public. Their work may expose them to situations that could become volatile and confrontational, resulting in violence or abuse. Therefore it is the employer's responsibility to ensure that they are trained to assess rapidly changing situations, evaluate the risks to themselves and others and act in an appropriate manner.

Objectives (implementing the National Syllabus):

- Describe common causes of conflict
- Describe the two forms of communication, verbal and non-verbal
- Give examples of how communication can break down
- Explain three examples of communication models that can assist conflict in conflict resolution
- Describe patterns of behaviours you may encounter during different interactions
- Give examples of different warning and danger signs
- Give examples of impact factors
- Describe the use of distance when dealing with conflict
- Explain the use of 'reasonable force' as it applies to conflict resolution
- Describe different methods for dealing with possible conflict situations

Member of:

