

CIEH LEVEL 2 AWARD IN CONFLICT RESOLUTION AND PERSONAL SAFETY

Duration: 1 Day
Maximum delegates: 16

ABOUT THIS COURSE

This course will benefit any worker who has to deal with the public, either in the public or private sectors.

The course will help staff and managers recognise potential problems before they arise and develop the skills to defuse conflicts before they escalate to serious confrontation and violence.

AIMS

This course aims to provide delegates with the skills to protect themselves when faced with confrontational behaviour with the aim of making a safer working environment.



EXAMINATION

Candidates are assessed by a short objective test consisting of 30 multi-choice questions.

Oral tests are available to ensure that candidates with learning difficulties or disabilities can also access the training and achieve success.

**For further information contact:
Health & Safety Advisory Service Ltd**

**Telephone: 01793 618943
E-mail: info@healthandsafetyadvisory.co.uk**

COURSE PROGRAMME

INTRODUCTION

- Violence at work
- Negative effects of violence
- Factors that contribute to a confrontational situation

THE LAW

- The difference between common law and criminal law
- Categories of assault
- Self defence
- Reporting and recording confrontational behaviour

SAFE WORKING ENVIRONMENT

- Concepts of safe working
- Assessing the risk of conflict
- Personal safety policies and procedures

RESOLVING CONFRONTATIONAL SITUATIONS

- Indicators of aggressive behaviour
- Aggressive signals and behaviour
- Defusing a potential confrontational situation
- Verbal and non verbal signals
- Observational, listening and communications skills

PERSONAL SAFETY

- Common threats in the workplace
- How to establish and maintain a personal safety zone
- Breakaway techniques to protect personal safety

