



CIEH Level 2 Award in Conflict Resolution & Personal Safety

Course Content

Work-related violence is on the rise and employers have a duty of care to provide a safe place of work. This qualification has been designed to provide employees with the knowledge required to diffuse potentially awkward situations and resolve any differences in a peaceful and amicable way.

On completion of the qualification, candidates should be able to:

- ❖ State the HSE definition of 'violence at work'
- ❖ Give examples of violent behaviour
- ❖ Describe the negative effects of violence in the workplace, such as low staff morale, high absenteeism and employee turnover, that can have a detrimental impact on a business or organisation
- ❖ State the factors that can contribute to a confrontational situation
- ❖ Describe the principles of conflict management
- ❖ Understand the difference between common law, criminal law and best practice guidelines
- ❖ State in general terms the requirements of the current regulations in relation to section 3 of the Criminal Law Act 196 and the Health and Safety at Work Act 1974
- ❖ Define the four main categories of assault
- ❖ Describe the law regarding self-defence including the definitions of reasonable and justifiable force
- ❖ Understand the need to report and record any incidents of confrontational behaviour
- ❖ Review the working environment to identify risks to personal safety
- ❖ State the benefits of companies developing personal safety policies and procedures
- ❖ Explain how some specific situations may increase the risk of conflict
- ❖ Understand the importance of procedures to minimise the risks of conflict
- ❖ Describe the indicators of aggressive behaviour
- ❖ Identify aggressive signals and behaviour
- ❖ State effective methods of defusing a potential confrontational situation
- ❖ Understand how verbal and non-verbal signals can be used as a means of conflict minimisation
- ❖ Describe how observational, listening and communication skills may be used to defuse conflict
- ❖ Give examples of common threats in the workplace
- ❖ Describe how to establish and maintain a personal safety zone
- ❖ Describe breakaway techniques to protect personal safety

Course Duration

One day (6-8 hours)

Who Should Attend?

Attendance is open to anyone



Location

The course can be delivered to a maximum of twelve delegates at any one time either on the employer's premises or using QTS' training facility in Colwyn Bay

Entry Requirements

None

Accreditation & Assessment

Accreditation will be awarded to delegates who can answer a minimum of 20/30 multiple choice questions correctly in a written assessment at the end of the training

Booking Information

Contact Adrian Townsend on 0845 389 0017