

# Level 2 Award in Conflict Resolution and Personal Safety

## Syllabus

### Introduction

Candidates should understand the terminology used in conflict resolution and should be able to:

- i. State the HSE definition of 'violence at work'.
- ii. Give examples of violent behaviour.
- iii. Describe the negative effects of violence in the workplace (low staff morale, high absenteeism and employee turnover, increased insurance premiums, physical and mental pain, and distress to employees) that can have a detrimental impact on the business of organisation.
- iv. State the factors that can contribute to a confrontational situation.
- v. Describe the principals of conflict management.

### The Law

Candidates should understand the laws that apply to businesses and their employees, and should be able to:

- i. Understand the difference between common law, criminal law, and best practice guidelines.
- ii. State in general terms the requirements of the current regulations in relation to the Criminal Law Act 1967, section 3 and the Health and Safety at Work Act 1974.
- iii. Define the four main categories of assault.
- iv. Describe the law regarding self-defence including the definitions of reasonable and justifiable force.
- v. Understand the need to report and record any incidents of confrontational behaviour.

### The Work Environment

Candidates should understand the concepts of a safe working environment and how the risk of conflict can be assessed and be able to:

- i. Review the working environment to identify risks to personal safety.
- ii. State the benefits of developing company personal safety policies and procedures.
- iii. Explain how some specific situations may increase the risk of conflict.
- iv. Understand the importance of procedures to minimise the risks of conflict.

### Resolving Confrontational Situations

Candidates should understand the use of appropriate methods to de-escalate a confrontational situation and should be able to:

- i. Describe the indicators of aggressive behaviour.
- ii. Identify aggressive signals and behaviour.
- iii. State effective methods of defusing a potential confrontational situation.
- iv. Understand how verbal and non-verbal signals can be used as a means of conflict minimisation.
- v. Describe how observational, listening and communication skills may be used to defuse conflict.

### Personal Safety

Candidates should understand the importance of personal safety and should be able to:

- i. Give examples of common threats in the workplace.
- ii. Describe how to establish and maintain a personal safety zone.
- iii. Describe breakaway techniques to protect personal safety.