

Course Title: Conflict Resolution

Aim

For learners to have an understanding of the background to conflict and the contribution they can make to calming a confrontation

Who should attend?

All Employees working in an environment that brings them into contact with others; including colleagues, customers, members of the public, patients or clients

How long does the course last?

6 hours plus refreshment breaks

Course Content

- Know how communication can be used to solve problems and reduce the likelihood of conflict
- Describe the factors that influence human responses in conflict situations
- Know how to assess and reduce risks in conflict situations
- Know how to communicate effectively and de-escalate conflict in emotive situations
- Describe good practice to follow after conflict situations

By the end of the course, learners will

- Understand the terminology used in conflict resolution
- Have knowledge of the laws that apply to businesses and their employees
- Understand the concepts of a safe working environment and how the risk of conflict can be assessed and resolved
- Have the ability to recognise potential confrontational situations and defuse conflicts before they escalate