

Title: Dealing with work based violence / conflict management

Aims: To develop participants skills and confidence in handling and defusing conflict situations at work.

Objectives: Understand the signs and symptoms of aggression
Develop effective verbal skills to appropriately respond to situations
Understand the importance of risk assessments
Sharing good practice at work

Target Audience:

This course is designed for anyone who may encounter conflict in their working environment. It will increase participant's awareness and confidence levels and enable them to more effectively intervene and de-escalate aggressive situations at work.

Course Content:

- Introductions
- Understanding aggression
- Signs and symptoms
- Psychology of conflict
- Verbal skills
- Diffusion techniques
- Phone skills
- Risk assessments
- Good practice
- Intervention strategies
- Case studies

Commentary

Violence in the workplace is an issue for many organizations. It is the obligation of all employers to train staff to deal with any situations which may be reasonably foreseeable in their normal work duties. We can tailor this course to your organisations particular standards, and are currently teaching to national NTO standards and are approved trainers in conflict resolution by the NHS National syllabus.

We have successfully delivered a series of courses within this genre including:

Personal safety, Self Defence, Control and Restraint, Positive Handling, Dealing with Difficult Behavior, Anger Management, Assertiveness, Assertiveness for women.