



**PROMETHEUS  
MEDICAL LTD**

# Conflict Resolution Course

## Course Overview

Students will learn to assess and apply a risk assessment to all risks associated with dealing with conflict; understand the importance of effective communication skills; understand the risks associated with lone working and applying principles of safe working. Identifying post incident support and reporting procedures within your organisation.

## Aim

Conflict Resolution training is designed to develop an understanding of best practice relating to the management of conflict.

## Entry Criteria

Conflict Resolution Training is designed for personnel working in teams or interacting with the public.

## Course Content

- Introduction to workplace violence
- Dynamic Risk Assessment
- Understanding Reasonable Force: Common Law
- Understanding Reasonable Force: Section 3 (1) of the Criminal Law Act 1967
- Human Rights Act Article 2
- Health and Safety at Work Legislation: sections 2, 3, 7 & 8
- Regulations 3, 8 and 14 of Managing Health and Safety at Work
- Self-awareness
- Causes of Violence
- Triggers of violence
- Proactive service delivery
- Communication skills
- Signalling non-aggression
- Defusing and calming
- High risk conflict

- Lone working protocol
- Post incident support
- Physical skills – Self protection

## **Certification**

QCF Level 2 Award in Conflict Resolution and Personal Safety.

On-site accommodation is available on a limited, first come – first served basis (B&B basis, ensuite, single rooms) for courses delivered at the Hope-under-Dinmore training venue. Please phone the office on +44(0) 1568 613942 if you would like to book accommodation.