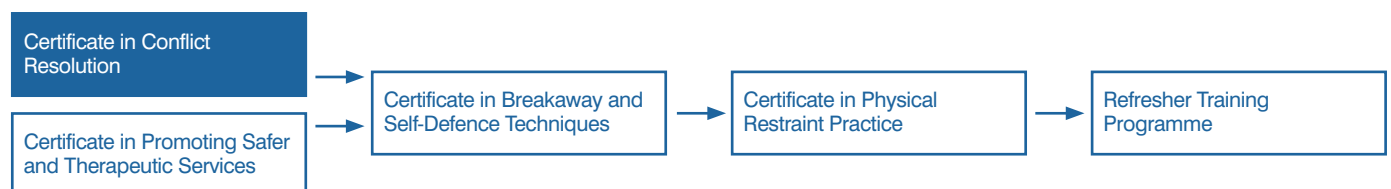




"I'd like to know how to effectively manage and resolve conflict situations."

## Certificate in Conflict Resolution (1 day).

### Training Progression:



**Overview:** The Certificate in Conflict Resolution is an introductory level programme for anyone working with the general public who may find themselves in potential situations of conflict. This programme meets the NHS National Syllabus standards.

**The Course:** Delegates will learn to recognise many aspects of conflict and to explore and understand different methods and techniques to effectively manage and resolve conflict situations.

Key areas covered are:

- > Verbal and non-verbal communication skills
- > Recognising warning signs
- > Cultural awareness
- > De-escalation techniques

The Certificate in Conflict Resolution is a one day duration course and on completion all delegates receive a Certificate in Conflict Resolution Certification by GoodSense Training.

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**Course objectives:*****By the end of the course, delegates will be able to:***

- > Describe common causes of conflict.
- > Describe two forms of communication, i.e. verbal and non-verbal.
- > Give examples of communication breakdown.
- > Explain three examples of communication models that can assist conflict in conflict resolution.
- > Understand patterns of behaviours that may encounter during different interactions.
- > Explain the different warning and danger signs.
- > Give examples of impact factors.
- > Describe the use of distance when dealing with conflict.
- > Explain the use of "Reasonable Force" as it applies to conflict resolution.
- > Describe different methods for dealing with possible conflict situations.

***By the end of the course those attending will have been helped to:***

- > Become more confident about dealing with violence & aggression by identifying types of behaviour & triggers to violent aggressive behaviour.
- > Know the Health & Safety issues regarding violence & aggression in the work place.
- > Recognise and understand how their own body language and methods of communication can affect others.
- > Realise that defusing & de-escalating situations are by far the best way of dealing with a potentially violent or aggressive situation.

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**Further information:**

This Certificate can be customised to match your requirements. To find out more about our courses or to discuss a bespoke course please call us on **0113 258 0035** or email **info@good-sense.co.uk**

**Suitability:**

All employees who deal with difficult enquiries/complaints from members of the public, on a regular basis.

Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit.