



Conflict Management in the Workplace

Who is the course for?

Anyone whose work involves the provision of services to the public, to help them avoid and manage conflict within their environment. It is primarily aimed at people working in the leisure industry and retail trade but anyone who deals with the public (hostesses, receptionists, night staff, caretakers, key holders, shop keepers etc) would benefit from attending this course.

What is the course about?

Incidents of workplace violence range from relatively minor problems of people causing nuisance in or outside a premises, for example by unacceptable levels of swearing, to serious incidents involving physical abuse and damage to people and property.

The subjects covered on this course are:

- dealing with potential workplace violence
- how to identify and reduce hazards in the workplace
- dynamic risk assessments
- why and how conflict situations may arise and how to avoid them
- how to deal with a conflict when it does arise
- the law in relation to self-defence
- victim support, and the importance of reporting and recording incidents of workplace violence

Are there any course requirements?

No.

Do I need to bring anything?

No, other than a packed lunch if you wish. The college canteen will be open.

Are there any other costs?

No.

Other useful information

A comprehensive handbook, presented in an easy-to-follow format, supports the qualification and covers all the information needed for the exam.

What can I do next?

New College Security Academy offers a range of other courses for the general public as well as the security industry. Call us on 01793 732892 to book an appointment with a business development advisor to help support your training needs.

Next available Start Dates:	Saturday, 11 th February 2012
Time:	09.00 - 17.00
Length:	1 day
Venue:	New College Queens Drive Swindon
Cost:	£125
Course Code:	BC8058b
Course Coordinator:	Contact Fast Forward on 01793 732892