

# TRAINING SOLUTIONS NORTH WEST

## SPECIALIST TRAINING PROVIDER

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## Conflict Resolution

### COURSE OVERVIEW

This course is intended for all frontline staff and professionals whose work brings them into contact with members of the public. Their work may expose them to situations that may become volatile and confrontational, resulting in violence and abuse.

### COURSE CONTENT

- ✓ Common Causes of Conflict
- ✓ Communication
- ✓ Communication Breakdown
- ✓ Communication Models assisting in Conflict Resolution
- ✓ Behaviour Patterns
- ✓ Different Warning and Danger Signs
- ✓ Impact Factors
- ✓ The Use of Distance
- ✓ Explanation of 'Reasonable Force'
- ✓ Different Methods for Dealing with Conflict Situations

### CERTIFICATION

Attendance Certificate – Authorised through CFSMS – NHS



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