

Health & Safety Qualifications

CIEH Level 2 Conflict Resolution

Course Aim

The aim of this course is to provide students with training in conflict management in order to help reduce potential workplace violence.

Objectives

By the end of this course, students will be able to:

- Explain the role of Conflict Management in the Workplace
- Define the Law regarding Conflict Management
- Examine and Discuss the various types of Body Language
- Demonstrate dealing with Confrontational Situations
- Discuss the need for Personal Safety at Work
- Demonstrate a Conflict Management Risk Assessment
- Discuss the role of Break Away Techniques
- Examine Work Place Design features suitable for staff safety
- Discuss and Evaluate the role “Talk Down”

Course Length

6 hours (excluding breaks).

Course Syllabus

Conflict Management in the Workplace, Violence at Work, Legislation, Body Language, Dealing with Confrontational Situations, Personal Safety at Work, Risk Assessment, Break Away (Theory), Work Place Design, Talk Down.

Certification

Level 2 Award in Conflict Resolution & Personal Safety
CIEH Level 2 Award in Conflict Resolution & Personal Safety

Cost

CIEH £50.00 per person (Open Course) Ex Vat CROWN £40pp (Ex Vat)
CIEH £550.00 (Group Course 1-12) Ex Vat Crown £350 (Group 1-12) (Ex Vat)

Pre Requisites

None.

Venues

Crown Training Academy's: Swansea, Pembrokeshire & Cardiff.
This course is also available at your premises.



Course Timetable

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Subject	Timings
Course Welcome and Introduction	09:30 - 09:45
Conflict Management in the Workplace	09:45 - 10:00
The Law	10:00 - 10:30
Risk Assessment	10:30 - 11:30
The Work Place Environment	11:30 - 12:00
Dealing with Confrontational Situations	12:00 - 13:00
Personal Safety	13:00 - 13:30
Body Language	13:30 - 14:00
Breakaway (Theory)	14:00 - 14:15
Scenarios	14:15 - 16:00
End of Course	16:30

Please Note

The above timetable may change slightly.

Breaks

Breaks will be taken at times convenient for students.

Refreshments

At all our training centres, Complementary Tea/Coffee is provided all day. On site Lunch facilities are also available.

Our Promise

With all our courses, you are guaranteed a warm welcome with a structured training course that is delivered in small bite size chunks which ensures easy learning.

The course is delivered in a friendly, relaxed environment where each and every student is taught using learning styles that suit them. Each and every student is respected and equally treated throughout there time with us

