



## Conflict Management Course (level 2)

### Introduction

Work place violence is an issue in all businesses and services where staff may face emotionally charged situations. The Health and Safety Executive defines workplace violence as "Any incident in which an employee is abused, threatened or assaulted in circumstances relating to work". Where the risk is foreseeable a legal duty of care exists on both employer and employee to minimise this risk by providing safe guidance, procedures and appropriate training. The course:

- reduces assaults against staff,
- increases the confidence and performance of managers and staff,
- creates a safer environment for staff and service users,
- enhances customer service,
- reduces the need to resort to force,
- better protects the organisation from compensation claims and reputation damage

### Course Content

- Identify different types of conflict at work and know your preferred method of dealing with conflict
- Use different strategies for dealing with conflict
- Use assertive behaviour rather than aggressive or passive behaviour
- Make best use of body language, listening and oral communication
- Keep your cool, stand your ground and reach a positive resolution
- Defusing Conflict

### Location

We are able to deliver this course in our training rooms or at your site, subject to a precourse assessment of your premises, reducing your costs in respect of additional time out and travelling.

### Qualification

Candidates will be required to pass a 1 hour multiple choice written test on the areas listed above and if successful will receive a BIIAB award in Conflict Management



If you have any questions about our training services only please contact Eos Risk Management via:  
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