

Sample Outline

Conflict & Aggression Management Course

The course aims to equip staff with skills to deal with conflict or aggression at work. The course looks at communication and behaviour as well as how legislation is used to protect employees. The use of group exercises is intended to allow delegates to address any issues they have.

Summary of Outcomes:

1. Develop an understanding of Law relating to the management of conflict
2. Assess & apply a risk assessment to all risks associated with dealing with conflict
3. Understand the importance of effective communication skills
4. Understanding the risks associated with lone working & applying principals of safe working
5. Identify post incident support & reporting procedures within your organisation

Programme Outline:

- Introduction to workplace violence.
- Health and Safety at Work Legislation:
- Sections 2, 3, 7 & 8
- Regulations 3, 8 and 14 of Managing Health and Safety at Work
- Risk assessments
- Self-awareness
- Proactive service delivery
- Communication skills
- Barriers to communication
- Setting boundaries
- Understanding the difference between assertive & aggressive behaviour
- Understand the 4 stages of anger
- The assault cycle
- Betari's box & how it effects outcomes
- Signalling non-aggression
- Defusing and calming
- High risk conflict
- Understanding reasonable force: Common law, Criminal law act 1967

(cont..)

- Human Rights Act Article 2
- Lone working protocol
- Importance of incident reporting
- Post incident support

Note:

This is a sample course outline, we always customise to your organisation and the situational challenges that your staff may face. We look forward to working with you.

More:

To discuss this course for your organisation,

Contact John Davies today on 01446 740 411

Or email: info@basistraining.co.uk