

CONFLICT RESOLUTION AND PERSONAL SAFETY

To comply with :-

- HSE definition of 'violence at work'
- Health and Safety at Work Act

Course content :-

- Understand the terminology used in conflict resolution
- The negative effect violence has in the workplace
- Principles of conflict management
- Reporting and recording incidents
- The concepts of a safe working environment
- How to identify risks to personal safety
- Benefits of safety policies and procedures
- Use of methods to de-escalate a confrontational situation
- The importance of personal safety

Length of course :-

- 1 day
- 12 candidates

Venue :-

- Your premises

This course can also be certified by the Chartered Institute of Environmental Health. This does however incur an additional charge by them.

N.B. Work-related violence is on the rise. High staff turnover and a lack of training mean many people are vulnerable to physical and psychological damage. The costs to business can be very high.