

# Conflict Prevention & Management Training (ICM L222)

This qualification is required by the Security Industry Authority (SIA) for anyone wanting to work in the Private Security industry (PSI). The course provides staff with a raised awareness of the definition of violence at work. It also provides staff with some principles of how to resolve confrontational situations and maintain personal safety.



*'Helping you deliver  
a duty of care'*

Phone: 01524 220 221

## Who Should Attend

This qualification is suitable for all those who aim to work in the security Industry. It would also benefit those who are responsible for maintaining the violence in the workplace policy.

## Aims

To raise your awareness of personal safety, the legal requirements and responsibilities of 'violence in the workplace', the types of aggression and what to look out for, how our social skills and communications can affect others, how to avoid and resolve conflict.

## Objectives

By the end of this course delegates should be able to:

- Health & Safety Regs and definition of violence
- Other relevant guidance and legislation
- Describe the National Occupational Standards PMWRV (Prevention and Management of Work Related Violence)
- Describe the causes and triggers of changes in behaviour/mood
- Demonstrate a knowledge and understanding of how to manage challenging behaviour and how to de-escalate/calm situation
- Demonstrate techniques for promoting positive behaviours
- Explain how to communicate effectively and barriers to communication
- Describe the post incident procedures for supporting staff and service users

## Course Duration

The course is 1 day in duration (6 hours + exam)

## Assessment Method & Certification

The assessment will be by observation of the practical elements throughout the course and the completion of a multiple choice question examination at the end of the course. On successful completion of the course, delegates will receive a certificate of competence, through our ICM (Institute of Conflict Management) registered Quality Awards Centre, which is valid for 3 years.