

# Personal Safety & Conflict Resolution

This qualification will benefit anyone working with members of the public, especially lone workers. 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'*

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## Who Should Attend

This qualification is suitable for all those who work with members of the public, especially lone workers. 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:

- Demonstrate the use of personal space.
- Demonstrate the use of Non-aggressive / Defensive stances.
- Identify the definition of 'Violence at work'.
- Identify the legal requirements.
- Identify the order of the 'Hierarchy of Controls'.
- Identify the main social skills and communications.
- Identify the stages of the 'Assault Cycle'.
- Identify the methods that can be used to resolve confrontation.
- Identify the aspects of the 'WWW SAFE' protocol.
- Identify barriers to communication.
- Identify signs of escalation.
- Identify post incident considerations and reporting requirements.

## Course Duration

The course is ½ day in duration (3 hours + exam)  
or (2-3 hrs online including 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.