

# CONFLICT MANAGEMENT & CHALLENGING BEHAVIOUR AWARENESS



## Overview

This course is designed for staff in any sector and ensures that they can confidently address challenging behaviour in the workplace and also manage conflict to avoid future incidents. Delegates will gain a range of skills which will enable them to ensure the safety of themselves and those around them whilst dealing with difficult situations.

## Outline of Programme

- Introduction.
- Identifying challenging behaviour.
- Eliminating violence and bullying in the workplace.
- Appropriate response to threats and aggression.
- Promoting positivity to reduce conflict.
- Conflict management process.
- Ensuring personal safety when managing conflicts.
- Communication skills (verbal and non-verbal).
- Causes and effects.

## Assessment

The conflict management and challenging behaviour awareness training course takes around 3 hours and delegates may be expected to engage in several group activities. Our experienced trainers will be on hand to help guide participants through these sessions and a certificate will be awarded upon completion.

**Cost**

Our courses are competitively priced, and we aim to beat any equivalent training quote.

**Important Information**

- The training venue should be quiet and undisturbed.
- Staff should not be expected to be on duty.
- Staff attending should remain for the entire length of the session.
- Flexible dates available.
- Please call to book a day that suits you.