



Course title: Conflict Management with Breakaways

Duration: Full day

Maximum number of learners:

Course overview:

This course has been designed to assist individuals deal with conflict, possible violent situations, aggression, bullying and intimidating behavior of a hostile and challenging manner in the interest of personal safety in the workplace. It is aimed at anyone who may encounter any form of conflict and/or aggression within their work or personal life.

Course learning outcomes:

By the end of the session the learner will be able to:

- Define the terms Conflict and Aggression
- Describe the common causes of conflict
- Describe different forms of communication
- Give examples of communication breakdowns
- Explain different models of communication that can assist with de-escalation
- Describe patterns of behavior you may encounter during different scenarios
- Describe warning and danger signs including the P.O.P theory
- Describe the importance of spatial awareness when dealing with conflict
- Give examples of impact factors
- Describe different methods for dealing with possible conflict situations
- Explain the use of 'reasonable force' as it applies to conflict resolution
- Discuss relevant Health and Safety Legislation
- Define the term Use of Force and discuss relevant Legislation
- Demonstrate and practice common breakaway techniques