

Conflict Management Awareness Fact Sheet



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Training

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Course Overview

This training course is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also useful for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

Subjects covered include the role of communication, the assessment of risks in conflict situations and follow up practices after such events.

Entry requirements

To register for this training learners are required to meet the following entry requirements:

- Must be aged 16 and over

Recommended

- On-line Managing Risk Minimising Restraint
- On-line Conflict Resolution

Qualification Progression

Successful learners can complete a relevant apprenticeship or progress to other qualifications such as the Highfield Level 2 Award in Conflict Management Training (RQF)

Learning Outcomes:

- Know how communication can be used to solve problems and reduce the likelihood of conflict
- Know the factors that influence human responses in conflict situations
- Know how to assess and reduce risks in conflict situations Know how to communicate effectively and de-escalate conflict in emotive situations
- Know good practice to follow after conflict situations

Delivery model

To complete the Conflict Management Awareness training learners must complete the following:

- Half day classroom delivery

Certificates of attendance will be provided after learners successfully complete the course.

*Please contact Create Care Training on **01253 596645**
or use the 'contact us' on our website at
www.createcaretraining.co.uk*