



Conflict Management

The Health and Safety Executive define work related violence as: Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”.

Target Audience

The course is intended for staff who may be subject to experiencing challenging behaviours from others through their work with the general public.

Aims

The aim of the course is for:

- Delegates to be aware of how to assess proactively, and dynamically.
- Delegates to be aware of the ways that people respond to frustration and anger.
- Delegates to be aware of how to report and record an incident, and the reasons this should be done.

Learning Objectives

Delegates will be able to:

- Assess and reduce the risk of violence in the work environment.
- Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation.
- Identify post incident support and report the circumstances to provide information for personal and organisational learning.

Course Duration

6 hours – 1 day

t: **01634 365555**

e: info@medwaysafety.co.uk

w: www.medwaysafety.co.uk

25 High Street
Rainham
Kent ME8 7HX