

Conflict Handling Workshop



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What is it all about?

Many employees face angry and aggressive people on an almost daily basis. Less frequently but significantly this can spill over into a violent situation where the skill of the employee may be vital both for their own safety and the safety of others. This intensive one day course develops awareness and skills useful in preventing and controlling violent or aggressive situations. It also provides participants with an understanding of post event stress and how this can be minimised.

By the end of the course participants will be more aware about conflict situations and be able to use techniques to help prevent or control aggression or violence occurring.

How long?

1 day

Who should attend?

Employees working with the public in situations that could be difficult, stressful or dangerous. Managers who wish to gain a greater understanding of the problems and identify organisational issues.

What will you learn?

- Why are people aggressive and what are the dangers
- Understanding your own reactions
- Staying calm in difficult situations
- What precautions can we take
- Environment, key factors
- Effective communication - keeping the channels open
- Controlling an incident - psychological and physical techniques
- Understanding and dealing with the after effects
- Personal action plans

**For more information, or to book your course, please call Sense IT on 0870 4296445
Or visit our web site –www.sensetraining.co.uk**