



Conflict Management

Bespoke Conflict Management (Atlantian Solutions Awarded)

This is a non-regulated qualification and 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 a useful qualification 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.

How long will it take me to achieve this qualification?

To complete this qualification, learners should expect to undertake a total of 1 Day and 2 days where break away techniques are included.

The delivery may be adjusted in accordance with learners needs and/or local circumstances.

How is the qualification assessed?

The qualification is assessed throughout the training day, to ensure learners understand the principles that will keep them safe.

What next?

After completing this qualification, progression and further learning routes can include:

- Physical Intervention & Personal Safety Training
- Customer Service Training
- Diversity & Equality Training

Where can this course be taken?

At our Specialist Training Centre in Pulborough West Sussex or at a Suitable Business Facility or Training Venue provided by you

Qualification Number: N/A Credit Value: 1