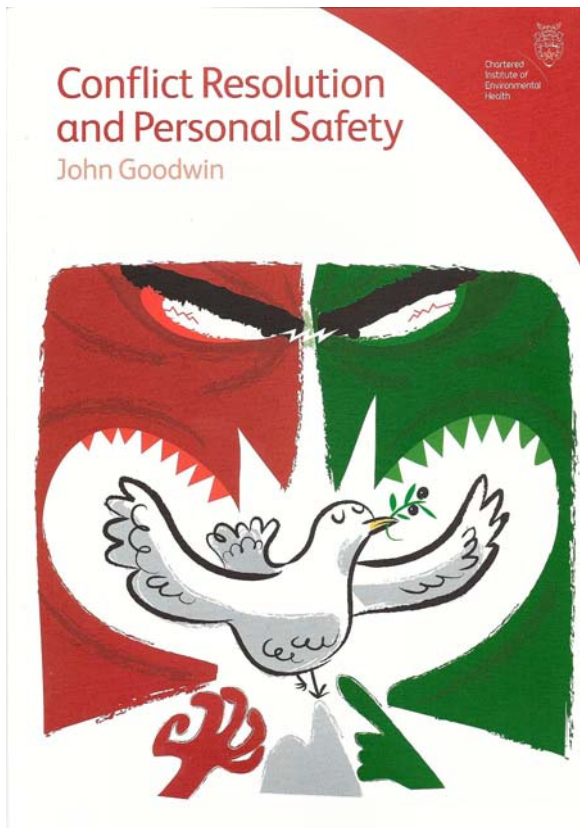




Managing Difficult People and Situations

It can be distressing for staff to have to handle confrontational situations if they have not received adequate training to help them through the process. Equally, if staff are suffering from bullying & harassment the negative effects on them and the organisation can be catastrophic.



The new Chartered Institute of Environmental Health Level 2 Award in Conflict Resolution and Personal Safety course book and training materials were written by SAFAS director, John Goodwin. This training award is aimed at everyone whose work involves interaction with others.

The course is QCA accredited and the core content can be modified to meet the specific needs of an organisation, whilst retaining the key syllabus elements.

Conflict Resolution and Personal Safety provides the student with a working knowledge of the nature of confrontation and the means to defuse difficult situations, before they are allowed to escalate.

The HSE defines work-related violence as:-

“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work “

The onus of responsibility is firmly upon the employer to ensure that staff are trained and that a safe working environment is provided for them. For further information on this and other Health & Safety and Food Hygiene training and consultancy services please contact us at: -

SAFAS 01483 720500
Email - info@safas.co.uk
www.safas.co.uk

01483 720500



Conflict Resolution and Personal Safety – Level two

One-day course providing candidates with a fundamental background in understanding the nature of conflict and work-related violence and the adverse effects it can have upon personnel and the organisation.

Upon successful completion candidates will be able to study their own work activities and contribute to the development of risk assessments and strategies to identify the causes and methods to combat work related conflict violence.

Key topics covered: -

- Definition of conflict and work related violence
- The law
- Work environment
- Resolving conflict
- Personal safety

Course duration – full day

Level two

CIEH Certified

01483 720500