



# Anderson

## Consultancy Training

Company Registration Number 8767761

### Enhanced Conflict Management

Anderson Consultancy training can offer Enhanced Conflict Management training in order to meet the requirements of individuals who require training in this field. This subject is appropriate for a great many sectors and is suitable for anyone with a customer-facing role or anyone who deals with service users or the general public. This enhanced package is also relevant for those individuals who would like a better understanding on the prevention of conflict occurring to give them more confidence in being able to deal with situations as they arise.

These may occur at the workplace or maybe on the way home from duty as a result of an incident at work. Under the Health and Safety at Work Act Section 2, employees and employers have a duty of care not only to the employee but to the financial risk put upon the company by any claim or compensation on it.

Anderson Consultancy Training using its experienced qualified trainers have put together this course to provide key subject knowledge, understanding and skills to ensure professional, effective and efficient trained officers.

### Benefits of the Course

**A pre-requisite is that students must have attend some form of initial personal safety or conflict management training prior to attending this course.**

The subjects that need to be covered by the delegate to achieve the enhanced conflict management training include clear communication, proactive service delivery, situation assessment and managing realistic expectations. There are a number of benefits that businesses can receive by putting forward candidates for this training. One of these benefits includes improved customer service levels.

This course involves scenario based role plays to assist development of the students in real life situations with debriefs and feedback to assist development.

Following the completion of this training the learner will know how to:

- communicate to solve problems and reduce the potential for conflict
- identify the factors that influence human responses in conflict situations
- assess and reduce risks in conflict situations
- communicate effectively and de-escalate conflict in emotive situations
- use good practice after conflict situations
  
- Understand legislation in relation to personal safety and dealing with conflict.
  
- Complete the breakaways package
  
- Deal with scenario-based incidents
  
- Develop report writing skills.

The course can accommodate a maximum of 12 students.