



HABC Level 2 Award in Conflict Management (QCF)

Anderson Consultancy Training can offer the HABC Level 2 Conflict Management qualification 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. The award 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.

Recent changes in legislation on the SIA also mean that everyone in this industry must attend the one day Conflict management course.

Anderson Consultancy Training using its qualified trainers, security industry assessors and accredited qualifications have put together this course to provide key subject knowledge and skills to ensure professional, effective and efficient trained officers.

The HABC Level 2 award is generic and can be applied to a wide range of learners and sectors.

Benefits of the Course

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

Following the completion of this award 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**

FOR MORE INFORMATION OR TO REQUEST A QUOTATION

Tel : 0161 368 1101 Mobile : 0787 205 6512

E-mail: enquiries@andersonconsultancytraining.co.uk Website: www.andersonconsultancytraining.co.uk