



**Conflict Management Training
for Teachers & Lecturers**



SAFETY SOLUTIONS
TRAINING LIMITED

Safety Solutions Training Limited

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Course Background

Many employees in today's society are expected to deal and manage confrontational situations in the workplace. Employees may become victims of verbal abuse, harassment, threats or even physical violence. Confrontation of any nature can impact on staff confidence and on their ability to maintain their role, if they are not supported and trained to deal with issues proactively and effectively.

Purpose

This one day training course is designed to provide the skills to identify confrontational behaviour and through the combination of observation, communication, threat and risk assessment, enable course participants to take control of confrontational situations.

Overview

This course aims to provide participants with a host of skills and strategies to deal effectively and safely with confrontation. The combination of theory and practical participation, provides delegates with the opportunity to discuss and explore such issues in a safe learning environment.

Training Delivery

Training is delivered in a relaxed, informal and flexible manner, with an emphasis on the opportunity for questions and discussion. The learning process is very interactive and involves a variety of exercises designed to educate and motivate participants.

Learning Objectives

- Personal safety and online digital security
- Appreciate staff limits and expectations when dealing with challenging situations
- Be able to identify situations where staff personal safety or the safety of others may be at risk
- Appreciate how confrontation may be expressed through the use of body language
- Class management - early intervention skills
- Be able to use various communication de-escalation skills and effective body language to diffusive confrontational situations
- Basic breakaway and self-defence skills (optional)
- Know when and how to produce effective incident reports



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Course Content

- Open discussion on risks associated with the workplace
- Health and Safety legislation in relation to workplace confrontation
- Effective use of body language and communication skills in confrontational situations
- 'Fight or Flight' - the bodies natural response to stress
- Managing confrontation through distractions and interpersonal skills
- Legislation in respect of self defence
- Basic breakaway and self-defensive skills - a last resort in unavoidable situations (optional)
- Formulating robust incident reports - aimed at identifying risks and providing detailed accounts of situations

Duration:

1-day course

Commence 9:30am

Finish: 4.30pm