



## **COURSE TITLE**

Certificate in Conflict Resolution and Personal Safety

## **AWARDING BODY**

Chartered Institute of Environmental Health – Level 2

## **COURSE DURATION - 1 Day**

## **WHO SHOULD ATTEND**

Managers and employees where there is foreseeability of them being threatened or assaulted in circumstances relating to their work.

## **OUTLINE SYLABUS**

- Introduction: What is violent and unacceptable behaviour? What are the causes? The negative effects of violence and the factors that contribute to it. The principles of conflict Management.
- The Law in relation to workplace conflict.
- Resolving confrontational situations.
- Personal Safety including the stages of conflict management, personal safety zones, breakaway techniques and common forms of attack.

As all statutory training is tax deductible there is no need to compromise on cost or training content.

At **A1 Health and Safety** our mission is to add value to your training needs whilst being the most cost beneficial training provider available.

### **Kernow Business Training**

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