

Dealing with Difficult People and Conflict Resolution

Staff Training Course



- **Essential training for employees who need to protect themselves from aggression and violence at work**
- **A course to assist employers and employees to fulfil their responsibilities under Health and Safety Law.**

Overview

This course does not involve any physical intervention techniques and the training involves learning how to avoid conflict wherever possible by calming a potentially dangerous situation. This is achieved by minimizing actions or words that may trigger violent behaviour and by showing respect for people, their property and rights.

Course Outcome

This training will instill confidence in the member of staff by showing them how to maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour, and by taking appropriate measures reduce the risk of violence to themselves and all those affected by the incident.

Course Duration

One day or 5 hours

Who should attend?

Any member of staff whose role or lifestyle may expose them to threatening behaviour or who regularly or occasionally has to deal with confrontation.

No previous knowledge or experience is required.

Training at your premises

We are flexible where the course is delivered and will accommodate out of hours and weekend training for groups of 6 + at no extra cost.

Telephone 01772 744 071 - email: info@statustraining.com - www.statustraining.com

Our Credentials



Member of the
Security Institute



Skills for Security set
the Skills and
Standards for the
Security Industry in
the UK



Member of
Lancashire
Partnership
Against Crime



Skillsmark Associate Lead
Reviewer



Member of the Institute of
Mine Clearance and Search
Engineers



Consultant on security
matters for members of the
Association of Colleges