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## Course Overview

This one day course helps participants to develop their insight into the reasons why we may encounter conflict in the workplace

In this session we share simple and effective strategies for creating and maintaining safe working practices and environments.

This programme incorporates six modules:

### **Module 1 - Principles of Conflict**

To encourage participants to examine their perceptions regarding conflict.

### **Module 2 - Risk assessment**

To understand the difference between risk assessment and risk management. That conflict, like any other hazard in the workplace, should be accurately assessed before appropriate precautions are put in place.

### **Module 3 - Proactive working**

To focus attention on the fundamentals of good practice in relation to challenging behaviour. To shift emphasis away from the client, ensuring that staff approaches their practice with clarity.

### **Module 4 - Attitudes**

To examine the link between the attitudes of people at all levels in organisations, the effectiveness and style of their practice. Models of behaviour in relation to conflict will be compared.

### **Module 5 - Health and Safety**

To ensure that participants are clear about rights and obligations under current legislation and the relevance to everyday practice. How dangers, hazards and risks cover a wide spectrum. That participant develops suitable precautions to risks experienced in the course of their duties.

### **Module 6 - Verbal Responses**

To enhance skills and ability to defuse confrontation using verbal responses. Approaches and strategies to suit relevant situations. Non-verbal skills will also be considered.

## Course Outcomes

On a typical 1 day course participants will:

- Understand the reasons why we may encounter conflict in the workplace
- Understand the difference between risk assessment and risk management
- Understand and compare models of behaviour in relation to conflict
- Acquire simple and effective strategies for creating and maintaining safe working practices and environments

## About the trainer

The trainer, Matt Joyce, has an extensive background in the delivery and facilitation of learning & is a specialist in delivering training around Managing Challenging Behaviour and Conflict. As a qualified teacher, he has worked in further and higher education working with

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evening, part-time and full-time students. In the corporate world he has delivered to both public and private organisations across a vast range of industries and disciplines. These differing environments mean he is better able to relate to the circumstances that the learners find themselves ensuring that any suggesting actions are more likely to be successful.

**“Very comprehensive and informative”** (Team Leader, Liverpool)