

Conflict Resolution: Responding to Challenging Behaviour

BACKGROUND:

Organisations that work within the delivery of public services are increasingly expected to deal with confrontational situations including harassment, threats, verbal abuse and physical attacks and these situations are becoming increasingly common.

This can be an issue for staff who have to manage these situations if they are not supported and trained to deal with confrontation and work proactively. This can impact on their confidence and their ability to maintain their role, it can also have an effect on the organisation as a whole.

TARGET GROUP:

This course is designed to offer training to managers, supervisors and staff who have contact with service users, are lone working and work with individuals who challenge services.

COURSE AIMS:

This course provides staff with the skills and confidence to manage confrontational/conflict situations whilst following good practice policy/procedures, also, be proactive, recognise conflict and effectively de-escalate or remove themselves from challenging situations.

LEARNING OUTCOMES:

1. Gain awareness of Health & Safety at Work Act 1974 and Work Regulations 1999 (Risk Assessment)
2. Identify relevant policies, procedures and supervision that needs to be in place to support safe working practice
3. Recognise 'Assault Cycle' process and 5 associated phases (trigger, escalation, crisis, recovery, remorse)
4. Recognise the value of continuous situational risk assessment when managing conflict
5. Demonstrate effective communication & de-escalation skills including active and reflective listening
6. Explain the importance of reporting and recording incidents in line with policy, procedure and good practice

ORGANISATIONAL BENEFITS

Promoting safe working practices in line with Health & Safety at Work Act 1974 and Management of Health & Safety at Work Regulations 1999, whilst valuing and empowering and up skilling support staff to deliver quality support services.

For 12-14 people, at your venue
(Including all materials)

For further information, contact Steps Training on **02920 095300** or email info@steps-training.co.uk