

CIEH Conflict Resolution & Personal Safety

The overall objective of the Conflict Resolution & Personal Safety course is to raise awareness of threatening body language & verbal abuse and how to deal with it, without escalating a situation. We focus on communication skills as well as understanding of how to deal with a variety of situations.



Target

The programme is suitable for employees who deal with the public or persons wishing to build their confidence in the world or work.

This is a one day course.



Certification

The course material is evaluated by means of a multi-choice assessment paper. Successful completion of the programme results in the award of a Chartered Institution of Environmental Health (CIEH) certificate.

Location

Delivered in-house at your premises or at SHE Knows Ltd

- ✓ Goulton St (Hull),
- ✓ King Edward St (Grimsby),
- ✓ Catch (Immingham).

Course Structure

There are 5 modules

- ✓ Introduction
- ✓ Health and safety law
- ✓ The work environment
- ✓ Resolving confrontational situations
- ✓ Personal safety

What next?

Assistance given with:

- ✓ Creation of a company lone working policy
- ✓ Lone working risk assessments
- ✓ Driver training

Modular Content

- ✓ Violence in the workplace
- ✓ Violent & aggressive behaviour
- ✓ Confrontational Situations
- ✓ Conflict management
- ✓ Categories of assault
- ✓ Self defence

Modular Content

- ✓ Heating up & cooling down
- ✓ Defusing conflict
- ✓ Personal safety zone
- ✓ Breakaway techniques
- ✓ Safety policies
- ✓ Reducing risk of conflict



For details of availability or to enrol; please contact:

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