

Dealing with Conflict in the Workplace

Duration:	1/2 Day	Time:	TBC
Venue:	Orkney College	Dates:	TBC
Tutor:	Ray Knox	Cost:	£60.00

Qualification:

Orkney College Certificate

Target audience:

Those working in the frontline, or in one to one situations, with people who may have the potential to exhibit aggressive or violent behaviour.

CONTENT

- Situations where you may be confronted with violent or aggressive behaviour and warning signs
- Dealing with complaints
- De-escalation and managing challenging behaviour
- Consideration of the Health and Safety at Work Act and of Risk Assessment,
- Exploring approaches, techniques and attitudes that may assist staff in achieving a safer working environment