



# Conflict Resolution

*Conflict Resolution training has been a much neglected subject in the past, but the need to train security personnel and other staff in this subject has now become of paramount importance.*

*This course has been designed to provide practical solutions to persons deployed in a frontline security, customer service or public reassurance role.*

*On completion of this course, delegates will be able to demonstrate practical conflict resolution techniques and apply perennial evaluation.*

## **Who Will Benefit?**

*Security Officers, Store Detectives, Door Supervisors, Vehicle Immobilisers and other customer service personnel in direct contact with the public.*

## **Entry Requirements**

*There are no formal entry requirements for this course.*

## **Course Content**

- 🌐 Introduction to Conflict
- 🌐 Understanding Sources of Conflict
- 🌐 Understanding Conflict Styles
- 🌐 Psychology of Anger
- 🌐 Dealing with Aggression
- 🌐 Identifying Reactions to Conflict
- 🌐 Conflict Management Techniques

## **Duration**

*The duration of the programme is 1 day*

## **Max Numbers**

*All of our training courses are designed to work best with small groups for maximum participation. To this end, the maximum number of students for the majority of programmes is 12.*

## **Qualification**

*Upon successful completion of this course, persons are issued with a certificate of attendance / Completion*

