



Conflict Management Course

Who is this course for?

This programme has been designed to assist staff members in dealing with customers and service users that may become confrontational and aggressive. The training assists the candidates to manage aggressive and challenging behaviour within the workplace more safely and effectively.

The course has been designed to be of benefit to all sectors and roles but is of particular importance to:

- ♥ Staff who routinely deal with potentially confrontational situations
- ♥ Customer services personnel
- ♥ Front line staff
- ♥ Lone workers
- ♥ Local authority staff
- ♥ Transport staff such as bus, train, tube and taxi drivers

Who

Why

What

Why should I take this course?

Unfortunately in the world we live in today arguments and confrontation seems to be commonplace, even at times intruding into our work environment. Many of us have had to face insults and verbal abuse within our working day, indeed it is often seen as part of the job.

The real problem lies in the fact that the situation can, without the correct approach, rapidly spiral out of control and escalate to a potentially dangerous or violent situation. Until the creation of Maybo's Conflict Management training programme, there was a lack of recognised training to tackle this pressing issue.

This Maybo programme enables candidates to understand how a situation can escalate out of control, and by understanding this candidates are given the skills to help them calm a situation, without resorting to the use of force.

We are proud to offer our clients the Maybo SAFERwork Conflict Management training programme

Maybo's conflict management advice and training:-

- reduces assaults against staff
- increases the confidence and performance of managers and staff
- creates a safer environment for staff and service users,
- enhances customer service,
- reduces the need to resort to force
- better protects the organisation from compensation claims and reputation damage

Who is Maybo?

Conflict management ...the complete management response

Maybo is the UK's leading consultancy in workplace violence and conflict resolution. Established in 1996 Maybo provides practical and effective conflict management expertise and training to thousands of individuals and organisations.



What does the course cover?

This programme has been designed to enable candidates to look at how confrontation occurs within their workplace and role. The course then builds upon this by equipping the candidate with the knowledge and skills to help prevent and defuse these situations in the future, as well as enabling them to reduce the potential risks to both themselves and others.

Training analysis

Design

Training

Certification

Evaluation

Throughout the course we will examine:

- ♥ Health and safety responsibilities
- ♥ Policy and guidance
- ♥ Identifying potential flashpoints
- ♥ Triggers and inhibitors
- ♥ Proactive service delivery
- ♥ Risk reduction
- ♥ Verbal and non-verbal communication
- ♥ Calming skills and techniques
- ♥ How to manage incidents
- ♥ Post-incident considerations and reporting

What level of training does my role require?

Candidates are given training relevant to the skills necessary for their role and the location they work in. In order to enable us to correctly tailor the programme we will perform a training needs assessment, which ensures that the training is designed to suit the needs of the candidates.

Do I have to take an exam to pass the course?

No, candidates do not have to sit a formal examination on the course. However, candidates must be able to demonstrate to the trainer that they have understood the subject material, techniques and skills that they have been taught.

Will I get a certificate if I pass?

Yes. Once the candidate has been signed off by the trainer they will receive a City & Guilds accredited Maybo certificate.

What benefits does this course offer?

This programme helps employer's to meet their duty of care to employees who work in roles that require them to deal with people in confrontational situations, as well as:

- ♥ Reducing assaults against staff
- ♥ Increases the confidence and performance of managers and staff
- ♥ Creates a safer environment for staff and service users
- ♥ Enhances customer service
- ♥ Reduces the need to resort to force
- ♥ Protects the organisation from compensation claims and reputation damage

How do I reserve a place on a course?

To enquire about reserving a place on one of our forthcoming Conflict Management courses, or for on-site/in-house training please contact RTC on 01208 816709, or by emailing ian@rtc-training.co.uk



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