City & Guilds 1886: Level 3 Certificate for Deliverers of Conflict Management Training.

The course meets the criteria for those that wish to deliver the scenario based element for SIA licensing requirements and also to deliver the City & Guilds 1884.

The course is designed to give a more in depth understanding of the principles of Conflict Management and also to give you tips on how to deliver the training to others. The course is ideal for anyone responsible for either training staff in issues surrounding workplace violence as well as anyone responsible for Health and Safety risk assessments.

Please note that those wishing to enrol on this course must hold a recognised teaching/training qualification such as the 7303 Preparing to Teach in the Lifelong Learning sector, or have enrolled on a course before attending.

Unit 1 – Understanding the Principles of Conflict Management

1. Assess and reduce the risk of violence in the work environment.
2. Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation.
3. Identify post incident support and report the circumstances to provide information for personal and organisational learning.
4. Demonstrate their ability to apply knowledge and understanding of Conflict Management into a variety of practical settings.

Unit 2 – Designing and delivering conflict management Scenarios

1. Design relevant and effective scenarios for training in Conflict Management.
2. Deliver and debrief interactive and scenario based sessions in the context of Conflict Management training.

Costs:

Non-residential Open Course £350.00 plus VAT

Residential options including bed, breakfast and evening meal are:
Twin Rooms: £42.00 per person per night including VAT
Single Rooms: £52.00 per person per night including VAT

Bespoke course (Max of 8 Delegates) £2,495 (plus £55.00 per person exam & cert fees) plus Vat

Bespoke courses can be delivered either at your premises or at our training centre and.tailored training options are available to suit your requirements.

For further details or to speak to one of our advisers regarding training options
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