

Conflict Management and Personal Safety



As part of our Conflict Management and Personal Safety training packages we are able to offer the following programmes.

Conflict Management

Personal Safety

Personal Security

Physical Intervention

Violence & Aggression

Disengagement techniques



These courses will enable staff to heighten their awareness of the potential risk of aggression & workplace violence. Providing the knowledge, skills & understanding of the Nationally approved Conflict Resolution Model.

All courses are tailored specifically to meet the needs of Frontline Staff working within various sectors and are in accordance with the National Occupational Standards - Managing Work Related Violence. The courses have been designed and validated by nationally accredited trainers.

The generic content can be adapted to relate to relevant role requirements.

Course content includes:

- Introduction
- Conflict versus Violence
- Risk Assessments
- Law & Legislation
- Safe & Secure Working Environment
- Reasonable Response Options
- Warning & Danger Signs
- De-escalating & Confronting Situations
- Practical Applications

The exact syllabus can be set up in consultation with the client's training and development needs.

The cost of a days training programme is £500 + VAT for up to 14 delegates.



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