



Violence and Aggression

Conflict Resolution

AIM:

The aim of the syllabus is to equip members of staff with the skills to respond appropriately where their work may expose them to situations that could become volatile and confrontational and potentially resulting in abuse or violence.

WHO SHOULD ATTEND:

This course has been specifically designed for the health service. **Maximum number of delegates – 16.**

DURATION:

Half or one day.

CONTENT:

- The two forms of 'communication'
- How communication can break down
- Communication models that can assist conflict resolution
- Behaviours you may encounter during different interactions
- Warning and danger signs
- Impact factors
- The use of distance when dealing with 'conflict'
- The use of 'reasonable force' as it applies to conflict resolution
- Different methods for dealing with possible conflict situations.

BENEFITS:

- Reduced risk of litigation
- Improved safety of staff
- Increased confidence of staff in dealing with aggression and violence