

Level 2 Award in Conflict Resolution and Personal Safety

Duration:

6 hours

Aim:

Work-related violence is on the rise and yet employers have a duty to provide a safe place of work. This is not easy in environments where the potential for conflict and aggression is high. High staff turnover and a lack of training for example, mean many people are still vulnerable to physical and psychological damage. The costs to businesses can be very high indeed. The CIEH has developed this qualification to help organisations protect their staff as well as their organisational and operational effectiveness.

Objectives:

- Explain how violence at work may become the employer's responsibility
- Identify aspects of the work environment that can contribute to the risk of violence
- Understand the elements of conflict, and recognise early signs
- Develop simple strategies for avoiding conflict and violence

Contents:

- Legal duties of employers to protect staff
- The work environment
- Resolving confrontational situations
- Personal safety

Certification:

Chartered Institute of Environmental Health