



---

## **Conflict Management Training for Teachers & Lecturers**

---



**SAFETY SOLUTIONS**  
TRAINING LIMITED

**Safety Solutions Training Limited**

[www.safetysolutionstraining.co.uk](http://www.safetysolutionstraining.co.uk)

PO Box 4395 ~ Cardiff ~ CF14 8LW Tel: 07904 496357



**SAFETY SOLUTIONS**  
TRAINING LIMITED

## Conflict Management Training for Teachers & Lecturers



### Course Background

Many employees in today's society have to deal with confrontational situations in the workplace. Employees may become victims of verbal abuse, harassment, threats or even physical violence. As a direct consequence, the employer may well experience the negative effects of such actions, which can directly affect the organisation; absenteeism, stress related illnesses, expense of temporary staff, low morale, reduced productivity output and the additional workforce costs which may be incurred through litigation and compensation.

### Purpose

This one day training course is designed to provide the skills to identify confrontational behaviour and through the combination of observation, communication, threat and risk assessment, enable course participants to take control of confrontational situations.

### Overview

This course aims to provide participants with a host of skills and strategies to deal effectively and safely with confrontation. The combination of theory and practical participation, provides delegates with the opportunity to discuss and explore such issues in a safe learning environment.

### Training Delivery

Training is delivered in a relaxed, informal and flexible manner, with an emphasis on the opportunity for questions and discussion. The learning process is very interactive and involves a variety of exercises designed to educate and motivate participants.

### Learning Objectives

- Appreciate staff limits and expectations when dealing with confrontation
- Be able to identify situations where staff personal safety or the safety of others may be at risk.
- Appreciate how confrontation may progress through the initial use of body language
- Case study exercises - use various class/lecture room management techniques to avoid confrontational situations developing further
- Be able to use various communication de-escalation skills and effective body language to diffusive confrontational situations
- Basic breakaway and Self Defence skills
- Know when to report incidents and how to produce robust incident reports



**SAFETY SOLUTIONS**  
TRAINING LIMITED

## Conflict Management Training for Teachers & Lecturers



### Course Content

- Open discussion on risks associated with the workplace
- Health and Safety legislation in relation to workplace confrontation
- Effective use of body language and communication skills in confrontational situations
- 'Fight or Flight' - the bodies natural response to stress
- Managing confrontation through distractions and interpersonal skills
- Legislation in respect of self defence
- Basic breakaway and self-defensive skills - a last resort in unavoidable situations (*optional*)
- Formulating robust incident reports - aimed at identifying risks and providing a detailed account of a situation

### Duration:

#### 1-day course

*Commence*     **9:30am**

*Finish:*         **4.30pm**