



**Conflict Management Training
for the Hospitality Industry**



SAFETY SOLUTIONS
TRAINING LIMITED

Safety Solutions Training Limited

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Conflict Management Training for the Hospitality Industry

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 effect the organisation; absenteeism, stress related illnesses, expense of temporary staff, low moral, 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/threatening behaviour and through the combination of observation, communication, threat and risk assessment, enable course participants to take control of challenging situations.

Overview

The 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 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

- Be able to identify situations where their personal safety may be at risk.
- Be able to recognise the signs and effects of alcohol, drugs/solvents and mental health issues, exhibited by individuals
- Appreciate how confrontation may be expressed through the use of body language
- Be able to use effective communication skills and positive body language to diffusive and manage confrontational situations
- Formulating effective incident reports - aimed at identifying risks and providing detailed accounts of situations



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Course Content

- Open discussion on risks associated with the workplace
- Health and Safety legislation in relation to workplace violence
- Effective use of body language and communication skills in confrontational situations
- The fight, flight and freeze response
- Recognising potentially unsafe situations or situations of deteriorating safety
- Group case study review - 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*)
- Effective incident report writing

Duration:

1 day course

Commence 9:30am

Finish: 4.30pm

*All attendees receive a comprehensive
handout and certificate of attendance*