

Highways Conflict Management Course

Duration:

One Day

Group Size:

Maximum of 10 Learners

**Who Should Attend?**

This course is suitable for everyone working within the Highways industry. It provides the most effective techniques and strategies for handling and resolving conflict in the workplace, including a working on the Highway.

Course Aims:

The course aims to provide learners with an awareness, effective techniques and strategies for handling and resolving conflict in the workplace.

Course Objectives:

Learners will cover the following objectives:

- Introduction to Conflict Resolution
- The Law
- Weapons Display and Discussion
- Reporting Techniques and Procedures
- Recognition of Trigger Factors
- Challenging behaviour
- Build-up of aggression and violence
- Communication between people
- De-escalation Techniques
- Attitude Reflection
- Scenario Based Training

Certification:

On successful completion of the course, learners will receive a certificate of attendance valid for 2 years.

NB - This course is accredited by JAUPT and can be delivered as one of the 7-hour modules toward driver CPC.

