



Conflict Resolution

Learning summary	This learning enables colleagues to increase their skills in dealing with potentially violent situations and to give them a greater understanding of procedures. This learning is designed as part of the strategy on dealing with violence against colleagues in the workplace and to support all colleagues dealing with the public who may need to deal with potentially violent situations.
Learning aims	The aim of this learning is to enable colleagues to increase their skills in dealing with potentially violent situations and to give them a greater understanding of proper procedures.
Learning objectives	Learners will be able to: • Describe what conflict is and why it may occur • Know how to de-escalate and diffuse a situation to reduce the risk of conflict • Explore the role of communication and how to use it effectively • Explain what is required of colleagues and organisations after a violent incident and the support available for those involved • Describe the procedural, environmental and legal context of violence in the workplace • Explore how to stay safe during a violent incident



Applicable audiences	This learning is suitable for all learners				
Pre-requisites	There are no pre-requisites required for this learning				
Delivery method	This learning is delivered by a virtual classroom				
Duration	This learning will take 2 hours 30 minutes to complete				
Materials and resources required	Learners should have access to a computer with an internet connection and Microsoft Teams				
Refresher	It is recommended that this learning should be completed every 3 years				
Minimum learners required	4	Maximum learners required	12	CPD points	N/A