

# Highways Conflict Resolution Training Course



## At a glance...

### Customised Provision

Delivery Method: Classroom

### Introduction

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

### Overview in brief

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

### The finer details

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

### 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.



### What will be covered?

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