

IMAGE

At a glance...

Customised Provision

Recognised by: Lantra Awards

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

This Lantra-accredited Customised Award is exclusively developed and delivered by a Lantra-approved Training Provider, who meets our quality standards. The course is specifically tailored to meet learners' needs. For further details about the course content and delivery locations, please contact the Training Provider using the details provided below.

The minimum age to undertake this course is 16.

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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Other areas of interest

[Manual Handling for Temporary Traffic Management Operatives \(MHTTMO\)](#)

[NHSS12 Practical Auditing Course](#)

[Highways Conflict Management](#)