

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

Personal Safety Awareness

- In small groups ask the attendees for what they consider to be conflict management and by group discussion.
- Listen to each group's interpretation of CM and give feedback.
- Personal safety group exercise.
- Topics covered in this section:
- Legal aspects of managing aggression.
- Strategies to manage personal safety against the members of the public, and drivers.

Understanding Conflict

- Definitions of conflict.
- Understanding the principles of managing conflict with public/ drivers.
- Understanding the escalation scale.
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De-escalating Conflict with public/ drivers

T 02476 696 996

Lantra, Lantra House, Stoneleigh Park,

E awards@lantra.co.uk

Coventry, Warwickshire, CV8 2LG



- A full description of strategies to diffuse conflict
- FLAG
- Face the public/ driver
- Listen to the public/ driver
- Acknowledge their problem
- Give an explanation to the public/ driver

Addressing Challenging Behaviour

- Phrases to calm situations with aggressive / public/ drivers
- Involving others
- 3 step process for managing challenging behaviour from public/ drivers

Action Planning and Feedback

- The language of Conflict Management
- Recording of incidents with public/ drivers.
- Feedback Opportunities

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?

Personal Safety Awareness

Understanding Conflict

De-escalating Conflict with public/ drivers

Addressing Challenging Behaviour

Action Planning and Feedback

Other areas of interest

[Highways Conflict Resolution Training Course](#)

[NHSS12 Practical Auditing Course](#)

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