

course objectives

On completing this qualification candidates will be able to understand:

- The terminology used in conflict resolution
- The laws that apply to businesses and their employees
- The concepts of a safe working environment and how the risk of conflict can be assessed
- The use of appropriate methods to de-escalate a confrontational situation
- The importance of personal safety

who is the course for?

Employees in the private or public sector who deal directly with members of the public, whether frequently or occasionally. The qualification is as relevant to receptionists as it is to caseworkers or sales staff.

duration / format

One day programme (6 Hours)

Assessment is by a multiple-choice examination

instructor / trainee ratio

Min 1:6 Max 1:12

awarding body

Chartered Institute of Environmental Health

course content

- The law
- The work environment
- Resolving confrontational situations
- Personal safety

course requirements / notes

further information / contact us

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