

# Special Focus

Level 2 Award in Conflict Resolution and Personal Safety inc Breakaway (6hrs)



## Aim

To provide delegates with the knowledge to deal with conflict in the workplace and manage their own personal safety including the use of breakaway techniques.

## Learning Objectives

- Understand the terminology used in conflict resolution.
- Understand the laws that apply to both Employers and Employees
- Understand the use of appropriate methods to de-escalate a confrontational situation
- Understand the importance of personal safety.

## Certification

Successful candidates will be issued with a certificate valid for 3 years.

## Accreditation

External accreditation is available for this course, if required, through Advantage Accreditation. Additional costs will apply, please contact us.

**Contact us for more information**

for a minimum of 2 and maximum of 12 delegates