

## **Level 2 Conflict Management**

The course is designed to provide the information needed to allow an individual to gain knowledge and understanding of why and how conflict can occur in the workplace and what they can do to diffuse confrontational situations without the need to resort to physical techniques. This qualification makes up part 2 of security based qualifications but it is also a stand alone qualification for non security employed people. This qualification can be delivered over 1 or 2 Days. The course structure remains the same for both but on the 2 Day course we cover more role play and scenario based training.

### **Entry requirements**

Each candidate MUST produce ID in line with SIA requirements. Any candidate who cannot satisfy the ID requirements will be unable to continue the course. Each candidate will also complete a Basic Skills Agency literacy assessment in line with awarding body and SIA recommendations. The idea of the assessment is to find the level each candidate is at in order to give assistance throughout the learning process. The course content has been assessed as suitable for anyone gaining Level one in Basic Literacy.

### **Course structure**

The Course is structured as follows. This course is entitled “Communication and Conflict Management” and covers the following core areas:

- Recognising and Avoiding Conflict
- Self Awareness
- Customer Care
- Communication
- Reducing Conflict
- High Risk Conflict
- Problem Solving
- Learning from Conflict

### **Assessment method**

The qualification is assessed by means of a multiple choice question paper. Assessment consists of 35 multiple-choice questions answered in 1 hour. The test is taken at the end of Day 1 or Day 2 depending on which course you enroll.

### **Pass Marks**

This has a 77% pass mark (27 out of 35 correct)

## **Course duration**

1 Day / 2 Days.

## **How much does the course cost?**

POA