

Conflict Resolution

Course Description:

More than 40% of people who work within the social care industry will become a victim of Aggression & Violence in the course of their duties. Where such incidents are a foreseeable risk, employers are required by the Health & Safety at Work Act, 1974 (as amended) to provide their employees with 'safe systems' to minimise the risk to themselves

Course Outline:

The course covers the following topics:

- : Etiology of Aggression & Violence
- : Behavioural aspects of Aggression
- : Flight / Fight Syndrome
- : The Assault Cycle
- : Body Language & Posture
- : Diversion, Distraction & De-Escalation
- : Legal Frameworks concerning Self-Protection in Social & Health Care
- : Self-protection techniques

Course Duration:

1 Day

Assessment:

There is no final assessment. The tutor ensures a thorough understanding has been achieved by questions, answers, discussion and practical scenarios

Certification:

All delegates will receive a certificate of attendance

