

## **CIEH LEVEL 2 AWARD IN CONFLICT RESOLUTION AND PERSONAL SAFETY**

According to the Chartered Institute of Personnel and Development, bullying and harassment costs employers £2bn in lost revenue and 80m lost working days annually. However an understanding of conflict can help individuals to resolve disagreements before they escalate.

### **Who needs this qualification?**

It is relevant to anyone whose work brings them into contact with others, be they colleagues, customers, members of the public, patients or clients. The qualification is equally relevant to the public and private sector.

### **Programme Synopsis:**

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

### **Objectives:**

Successful completion of the training programme and assessment will enable candidates to understand:

- The law in relation to controlling conflict and violence in the workplace.
- How to assess the risks of workplace conflict.
- Appropriate methods to de-escalate confrontational situations.
- The importance of personal safety at work.

<b>Duration:</b>	Six (6) hours
<b>Assessment:</b>	Multiple-choice examination
<b>QCA Accredited:</b>	Accreditation being sought
<b>Prerequisite:</b>	None