



The power to improve your neighbourhoods

City & Guilds Certificate in Conflict Management Level 2

A scenario-based accredited programme designed to help you develop essential skills and techniques necessary to deal with conflict safely and professionally.

What's in it for you?

- Gain a Level 2 qualification in Conflict Management
- Feel safer at work and confident to deal with conflict effectively
- Understand legislation, issues and terms
- Opportunity to network with people working in other areas and share best practice

What's in it for your organisation?

- Safer working environment with less injuries and personal safety problems
- Diffuse potential conflict situations and minimise complaints
- Employees qualified to accredited standards with a level 2 certificate

By the end of the course you will be able to...

- Understand policy, risk assessment and personal risk assessment
- Identify the warning signs of conflict escalation
- Understand and avoid conflict situations
- Identify methods to diffuse high risk conflict
- Deal with post incident responsibilities and learning from events

What's involved? An interactive, scenario based learning programme with practical exercises, theory and research based learning and group activities.

- Online assessment
- Supporting handouts and reference resources
- Lunch and refreshments included



Duration	1.5 days
Who	For those Working & Managing in neighbourhoods
Cost	£200* (*all learner registration and certification fees included in the course price)
Delivered By	Neighbourhoods NW
Accreditation	Level 2 Certificate

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