



TRAIN THE TRAINER



Delivery of Conflict Management Training – Level 3 Award QCF

The Delivery of Conflict Management Training – Level 3 Award QCF provides trainers with the skills, understanding and knowledge to deliver scenario-based conflict management training across a wide range of sectors, such as, event management, security, customer service and care settings.

Programme/Course Content

- How communication can be used to solve problems and reduce the likelihood of conflict
- Factors that influence human responses in conflict situations and how to assess and reduce risk
- How to communicate effectively and de-escalate conflict in difficult situations
- Good practice following conflict situations
- Plan and design and deliver scenario based conflict management training
- Evaluate own performance and continual professional development as a Conflict Management trainer

Aimed at: Each of our courses can be tailored to meet your team's requirements, whether introductory, intermediate or advanced. We can design the ideal solution to accommodate your team's ability, knowledge, practical experience and previous training.

Accreditation: OFQUAL

Further information: For further information or to book the Level 3 Award in the Delivery of Conflict Management Training Course (QCF) then please contact us.