

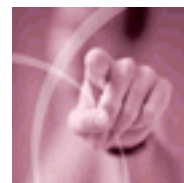
# Jo Bunker Training

## Course: Conflict Management and Personal Safety

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### Who should attend?

Anyone whose role requires them to interact directly with the public or challenging individuals in circumstances that may involve conflict and potentially fast-escalating situations.



### Overview

This one-day workshop introduces practical techniques to help staff to confidently deal with difficult, uncooperative or angry people, to recognise potential problems, explore options and confidently and effectively defuse situations before they escalate.

The programme explores what makes an individual challenging, how to adopt appropriate behaviour, listen and question effectively, show confidence and gain control.

### Focus and Benefits:

- Clarifying and outlining Health and Safety legislation
- Assessing workplace situations accurately and making quick and effective decisions
- Recognising the value of a proactive service approach
- Tactics and assertiveness skills for confronting unacceptable behaviour
- Interventions to help defuse and resolve customer conflict situations
- Awareness of human responses to stressful situations
- How to seek and provide support from other members of staff
- How to work more effectively as a team
- Awareness of responses during and after a stressful event
- Learning from situations through debriefing, reporting and recording

### Course Information:

This is normally a full day course, although it can be delivered as a shorter course for a specific delegate group or as a refresher.

Sessions can be tailored to clients' requirements and the duration of the course will therefore depend on your organisation's specific needs.

On completion all delegates receive a Certificate in Conflict Management and Personal Safety Certification.

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