**Conflict Resolution training.**

**What is Conflict Resolution or as it is sometimes called Conflict Management training?**

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Conflict Resolution/Management training courses often covers a wide area.

The training usually contains elements of Personal Safety/Lone Working and managing difficult/potentially violent individuals.

Conflict Resolution training further incorporating Disengagement, Breakaway Skills and even Physical Intervention training, e.g. the new door supervisors now includes both Breakaway Skills training & Physical Intervention training which are nationally accredited and fully endorsed by both the SIA and Skills for Security.

However the security industry, the medical profession and law enforcement agencies all agree that Physical Intervention should always be the last resort and only considered when all other options have failed.

The starting point prior to training in conflict resolution is to find out what issues the contracting organisation is experiencing and the initial assessment should include a full **training needs analysis.**

This will allow the course designers to prepared relevant work related scenarios for delegates to work with during the training.

Communication skills need to be explored and delegates need to be able to use the relevant Communication skill tools to practice diffusion techniques when working through their work related scenarios.

Delegates also need to able to identify different types of conflict that they may experience which can be divided into three broad areas as follows.

* **Conflict in the work place:** e.g. conflict with colleagues, management, work place bullying etc.
* **Conflict with service users:** individuals whom the engage with outside their own organisation.
* **Conflict within ourselves:** Anger management issues.

All three elements can often be found in one organisation and if not managed this can have a devastating effect on staff morale and in the worst case scenario even bring down an entire organisation.

There are many reasons for conflict in the work place and the conflict needs to be identified and dealt with swiftly before it escalates into something far more serious.

Training in this area is far more difficult than in the other two categories.

The training needs analysis will often identify numerous training issues and different training needs, e.g. one to one training (anger management issues), Individual group work, and whole group participation.

The training will need to be delivered by highly qualified and experienced trainers.

Qualifications should include a general teacher/trainer qualification (Ptlls) or an equivalent qualification. A qualification in communication skills, e.g. NLP or TA (ideally both), and finally a recognised Conflict Resolution qualification such as the level 3 award in Conflict management.

Trainers need also to have personal experience of dealing with conflict and ideally have considerable counselling skills.

In my January 2012 blog I will be identifying the causers of workplace conflict and how to address these to create a better working environment for staff and management alike.

**For information about conflict resolution training go to our web site:** [**www.brooksjordan.co.uk**](http://www.brooksjordan.co.uk) **or email Chris @brooksjoprdan.co.uk**

Examples Alison Riggott teacher Mansfield etc