

# CIEH Level 2 Award in Conflict Resolution & Personal Safety



Health Education North West  
Postgraduate Dentistry

A conflict situation can take minutes to escalate from a misunderstanding to aggression and violence. Employers have a duty of care to identify situations that may exist and look at ways of addressing them. This one-day course will benefit anyone in a dental healthcare environment who interacts with the public, patients, clients and colleagues. **Those who achieve the required standard, via a multiple choice questionnaire, will receive the 'Chartered Institute of Environmental Health Level 2 Award in Conflict Resolution and Personal Safety'.**



**Speaker:** Jane Bonehill

**Date:** Wednesday 10<sup>th</sup> December 2014

**Venue:** Partnership for Learning Charity & Conference Centre, South Road,  
Speke, Liverpool L24 9PZ

**Time:** 9.30am to 5.30pm (Registration from 9.00am)

**Cost:** £40 NHS £60 Non NHS  
(Refreshments & lunch included, please advise of any dietary requirements)

**Aim:** Recognise potential problems before they arise and develop skills to defuse conflicts before they escalate to serious confrontation, making a safer working environment.

## Objectives:

- Have an appreciation of the laws that apply to businesses and their employees
- Understand the terminology used in conflict resolution
- Be aware of the concepts of a safe working environment and how the risk of conflict can be assessed
- Value the importance of personal safety
- Be able to use appropriate methods to de-escalate a confrontational situation

**\*This course qualifies for 6 hours verifiable CPD\***  
Closing date for this course is Friday 28<sup>th</sup> November 2014

To reserve your place on 'CIEH Level 2 Award in Conflict Resolution & Personal Safety', please log on and register at:  
[www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)

