

# C.I.E.H. Conflict Resolution and Personal Safety

Date and venue:

**Friday 8<sup>th</sup> May 2015**

**The Alverton Hotel, Truro**

Course Organiser:

Carrie Bradburn, Postgraduate Tutor

Course Lecturer:

**Jane Bonehill, Denmed**

## Programme

<b>0900- 09.30</b> 09.30 -11.00	<b>Tea/Coffee and Registration</b> Introduction and Welcome Work – related Violence:- Violence in the workplace; Violent behaviour; Negative effects of violence in the workplace; Factors that contribute to a confrontational situation; The principles of conflict management.
<b>11.00 -11.15</b> 11.15-13.00	<b>Tea/Coffee</b> The Law and the Work Environment:-The law relating to violence; The four categories of assault; Self-defence; Reporting of incidents; A safe place to work; Personal safety policy and procedures; An increased risk of conflict; Reducing the risk of conflict.
<b>13.00-14.00</b> 14.00-15.15	<b>Lunch</b> Resolving Confrontational Situations:-What is aggressive behaviour? Heating up; Cooling down; Minimising conflict; Using your skills to defuse conflict.
<b>15.15-15.30</b> 15.30-16.30	<b>Tea/Coffee</b> Personal Safety:- Threats to your safety; Your personal safety zone; Breakaway techniques.
<b>16.30 – 17.00</b>	<b>Examination</b>
<b>17.30</b>	<b>Close</b>

**Aim:** is for the participant/candidate, to recognise potential problems before they arise and develop skills to defuse conflicts before they escalate to serious confrontation and violence with the aim of making a safer working environment.

**Objectives:** It is anticipated that by the end of the course the participant/candidate will:-

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

All of the above are considered in terms of the dental or medical environment

The above aims and objectives are met through the completion of an assessment exercise consisting of 30 multiple-choice questions.

Participants who complete the course and achieve the required standard will be awarded the Chartered Institute of Environmental Health Level 2 Award in Conflict Resolution and Personal Safety