Level 2 Award in Conflict Management

Course Overview

This regulated qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

Course Detail

The Level 2 Award in Conflict Management covers the following areas:

- Know how communication can be used to solve problems and reduce the likelihood of conflict.
- Know the factors that influence human responses in conflict situations.
- Know how to assess and reduce risks in conflict situations.
- Know how to communicate effectively and de-escalate conflict in emotive situations.
- Know good practice to follow after conflict situations.

Courses Assessment

A multiple-choice question exam with 30 questions.

All the assessments will be conducted within the course duration.

We understand that exams can be daunting or nervous for many candidates. Many candidates on the course have not done an examination for a long time. The trainer on the course will equip you with all the knowledge needed to pass.

Entry Requirements:

16+ Years

English to Level 2 Standard

If you would like any further information, please Contact GuardWatch Security on 0345 257 1898