

Level 3 Conflict Management

Level 3 Award in the Delivery of Conflict Management Training (QCF)



The Level 3 Award in the Delivery of Conflict Management Training (QCF) is a qualification for trainers who deliver or wish to deliver conflict management training at level 2. It is suitable for all sectors where the possibility of conflict may arise and is approved by the SIA as a suitable qualification for those wishing to deliver conflict management as part of the licence linked qualifications..

Course Length

2 Days

Assessment

Unit 1 – Managing conflict in the workplace when dealing with customers, service users or the public

Unit 2 – Delivering scenario-based conflict management training

Certification

Successful candidates will receive a Level 3 Award in the Delivery of Conflict Management Training (QCF)

Booking

Book now by calling us on 01322 381515 or book online at www.tfs-training.co.uk.

Learning Outcomes Unit 1

The learner will:

- 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 risk in conflict situations
- Know how to communicate effectively and de-escalate conflict in emotive situations
- Know good practice to follow after conflict situations

Learning Outcomes Unit 2

The learner will:

- Understand the principles of scenario-based conflict management training
- Be able to plan and design scenario-based conflict management training
- Be able to deliver scenario-based conflict management training
- Know how to evaluate own performance



TFS (Training) Limited
Security House
146 Wellington Street
Gravesend
Kent
DA12 1JF

www.tfs-training.co.uk
info@tfs-training.co.uk

01322 38 15 15

