

# Dental Training Ltd in Association with Noble Training Ltd

## Conflict Management Course

# PROSPECTUS

This managing unpredictable behaviour course is designed to equip candidates with good knowledge and skills required to intervene in a very difficult situation, the course is aimed at candidates who require to be trained in the management of unpredictable behaviour, the emphasis is on the de-escalation and defusing with a fully 'No Force First' approach.

### Course Objectives /Aims & Learning Outcomes

Delegates will become competent in

Legislation and Legal Issues

You're Rights and the Law

Lawful and Unlawful use of control measures

Defining Violence and Aggression

Types of Physical Violence

Types of Non-Physical Violence

Warning Signs

Six Stage Assault Cycle

Possible Trigger Factors

Strategies for Managing Unpredictable Behaviour

Defusing Acts of Unpredictable Behaviour and Aggression

De escalation and verbal defusing techniques

Use of assertive behaviour

Understanding use of firm passive behaviour

Confined space intervention and safe holding/escorting

Best use of and understanding body language, listening and oral communication

Understanding health hazards involved for staff

### Aims & Objectives

On completion of this course, delegates will understand and be able to:

Develop, implement and measure the performance of safe systems of work.

Secure the health, safety and welfare of people at work and protect people other than those at work against risks to their health and safety arising from unpredictable behaviour activities.

Employees to take reasonable care for health and safety of themselves and others.

This includes co-operation with employers in order that safe systems of work may be carried out.

Understand the behaviour management of a person displaying unpredictable behaviour.

Understand statute authority on use of control measures.

**1 hour of ECPD**

**Course Fees: £15**

**Course Location: Online**

For further information please contact us on 0118 9261533 or email us [training@dentaltrainingltd.com](mailto:training@dentaltrainingltd.com)