

## **RPS Partnership are World Leaders in Conflict Management Training**

*At RPS Partnership we are passionate about our robust but reliable and effective approach to conflict management. This helps our clients to create safe and positive environments for their staff and service users.*

*Conflict situations can be emotive, scary, and difficult to deal with, so we focus on how we can prevent and defuse these situations. With our training, your staff will be more confident to react in a positive yet calm manner. This will often influence the outcome by the safest controlled means.*

*Violence towards staff is sadly an everyday occurrence. It is:*

***any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work place***

*At RPS Partnership, we believe in treating people with dignity and respect and bring this through our training by promoting the 'OPEN ARMS' approach. Powerful body language shows that we are not a threat; the first step in diffusing any potential difficult situation.*

### **Course content:**

*Understanding triggers towards conflict*

*Use of non-verbal communication*

*Fight-flight-freeze reaction*

*Re direction and guiding techniques*

*Passing the baton and having an exit plan strategy*

*Disengagement skills*



*We have male and female trainers who are experts in their fields and can design a programme which suits you and your staff. We design all our courses with you in mind and understand that time is often at a premium, so we can bring the training to your offices. We design courses to your needs. Please get in touch to discuss your requirements.*

**Post Course:** *on successful completion of the course; each delegate will receive:*

- *RPS Partnership certificate of attendance – often required for risk assessments and insurance*
- *A nationally recognised level 2 award in Conflict Management (by agreement on training hours)*