



<p><b>DURATION</b></p> <p>4 Hours</p>	<p><b>GROUP SIZE</b></p> <p>Up to 12 Learners</p>	<p><b>LEVEL</b></p> <p>Awareness / Foundation</p>
<p><b>LEGISLATION</b></p> <p>Health and Safety at Work Act 19...</p>	<p><b>RESOURCES</b></p> <p>Handout, Quiz, Slides</p>	<p><b>ASSESSMENT</b></p> <p>Knowledge Check Quiz</p>

**LEARNING OBJECTIVES**

- Understand the legal framework for managing workplace violence and aggression
- Recognise the warning signs of escalating conflict
- Apply the LEAPS de-escalation model effectively
- Use effective communication techniques to defuse aggressive situations
- Know when and how to disengage safely from a conflict situation

**SESSION PLAN**

0:00–0:15	Welcome	<b>Welcome &amp; Introductions</b> Trainer intro, housekeeping, fire exits, learning outcomes for Conflict Management
0:15–0:30	Icebreaker	<b>Warm-Up Activity</b> Icebreaker to engage learners and introduce the topic of Conflict Management
0:30–1:00	Theory	<b>Key Legislation &amp; Background</b> Health and Safety at Work Act 1974   Management of Health and Safety at Work Regulations 1999 — why it matters, employer duties, employee responsibilities
1:00–1:30	Theory	<b>Core Knowledge — Part 1</b> Key facts, statistics, risk factors, and underpinning knowledge for Conflict Management
1:30–1:45	Break	<b>Morning Break</b> 15-minute comfort break — trainer to prepare practical equipment
1:45–2:15	Theory	<b>Core Knowledge — Part 2</b> Deeper dive into Conflict Management — common hazards, control measures, best practice
2:15–2:50	Practical	<b>Demonstration &amp; Supervised Practice</b> Trainer demonstrates key techniques; learners practise in pairs with trainer feedback
2:50–3:00	Break	<b>Short Break</b> 10-minute break — distribute quiz papers
3:00–3:20	Assessment	<b>Knowledge Check Quiz</b> Learners complete the quiz individually; trainer collects and marks
3:20–3:40	Activity	<b>Group Scenario Exercise</b> Teams work through a realistic scenario applying Conflict Management knowledge
3:40–3:55	Review	<b>Quiz Review &amp; Q&amp;A</b> Go through quiz answers; address any misconceptions; open Q&A session
3:55–4:00	Close	<b>Summary &amp; Close</b> Recap key learning points, issue certificates, signpost further resources