

Conflict Management Trainer

Trainer Resource Handout
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About This Handout

This handout is designed for use by **Conflict Management Trainers** as a delegate resource. It covers the key knowledge areas, legislation, and practical skills required for the course. Delegates may retain this handout for future reference.

Learning Outcomes

By the end of this course, delegates will be able to:

- Understand the causes and dynamics of conflict
- Apply de-escalation techniques effectively
- Use assertive communication in challenging situations
- Conduct dynamic risk assessments
- Deliver effective conflict management training

Key Legislation & Standards

Core Knowledge — Conflict Management Trainer

Practical Skills & Key Points

Key Facts to Remember

