

# Conflict Management 1

## Personal Safety

### Programme Aims

That candidates will be able to:

- Identify workplace violence.
- Manage communication and blocks to communication.
- Identify triggers and inhibitors.
- Perform dynamic risk assessment (situation awareness, SAFER and POP).
- Be aware of the Adrenal Path – Fight, flight or freeze.
- Understand relevant aspects of Irish law concerning workplace conflict.

### Programme Duration

This programme is delivered in one half-day session. It is delivered through a mixture of role play, video review, group tasks, skills demonstrations, peer evaluation and other interactive techniques.

This allows for quick transfer of techniques directly to the workplace.

### Programme Testimonial

*“Excellent as covered everything from verbal abuse and how to deal with aggressive customers.”*

**C. O’Hallon,**  
Clare County Council



ICSE Conflict Management’s Personal Safety programme provides learners with the essential skills and techniques to identify, prevent and manage workplace conflict and aggression.



This personal Safety programme provides trainees with as many techniques as possible to prevent aggression or conflict from happening in their specific workplace. Each programme is unique and designed specifically around the training needs of the group we are training with and the workplace we are training in. Trainers focus on practical aggression diffusion techniques and the key aspects of personal safety.

**Contact us** today to discuss ICSE Conflict Management solutions in greater detail.

Dublin: +353 (0) 1 6401989

Galway: +353 (0) 91 534918

[www.icseconflictmanagement.com](http://www.icseconflictmanagement.com)

[info@icseconflictmanagement.com](mailto:info@icseconflictmanagement.com)

#### Dublin

77 Sir John Rogerson’s Quay,  
Dublin 2,  
Ireland

#### Galway

No 1 Flood Street,  
Galway,  
Ireland