

Unit Title: Application Of Conflict Management In The Private Security Industry
 Unit Level: Level 2
 Unit Credit Value: 1
 GLH: 11
 Trident Unit Code: WJG925
 Ofqual Unit Code: A/617/9667

This unit has 4 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Understand the principles of conflict management appropriate to the role.	1.1	Identify situations that can lead to conflict.
		1.2	State how positive and constructive communication can be used to manage conflict.
		1.3	Recognise why it is important to be familiar with policies and procedures relating to workplace violence.
		1.4	Identify the stages of escalation in conflict situations
		1.5	Recognise the stages of the attitude and behaviour cycle.
2.	Understand how to recognise, assess and reduce risk in conflict situations.	2.1	Recognise the potential risk posed in a conflict situation.
		2.2	Identify factors that can trigger or inhibit a range of responses in self and others.
		2.3	Identify a range of responses to conflict situations.
		2.4	Recognise the stages in de-escalating conflict.
		2.5	State the importance of positioning and exit routes.
3.	Understand the use of problem-solving techniques when resolving conflict.	3.1	Recognise how to use empathy to resolve conflict.
		3.2	Identify the benefits of using problem solving techniques.
		3.3	Recognise how win-win approaches work to resolve conflict situations.
4.	Be able to communicate to de-escalate conflict.	4.1	Recognise verbal and non-verbal communication techniques.
		4.2	Explain how to deal with communication barriers in conflict situations.
		4.3	Identify different behaviour types.
		4.4	Demonstrate approaches to take when addressing unacceptable behaviour.
		4.5	Demonstrate ways to de-escalate conflict situations.
		4.6	Demonstrate working with colleagues to de-escalate conflict situations.



Assessment Guidance:

This unit must be assessed according to the SIA's 'Get Training' - Requirements for Awarding Organisations and Training Centres delivering SIA Licence to Practice Qualifications.

Additional Information:

NA