



# Highways Conflict Management

## At a glance...

### Customised Provision

Delivery Method: Classroom

### Introduction

The course aims to provide learners with an awareness, effective techniques and strategies for handling and resolving conflict in the workplace.

### The finer details

#### Personal Safety Awareness

- In small groups ask the attendees for what they consider to be conflict management and by group discussion.
- Listen to each group's interpretation of CM and give feedback.
- Personal safety group exercise.
- Topics covered in this section:
- Legal aspects of managing aggression.
- Strategies to manage personal safety against the members of the public, and drivers.

#### Understanding Conflict

- Definitions of conflict.
- Understanding the principles of managing conflict with public/ drivers.
- Understanding the escalation scale.
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#### De-escalating Conflict with public/ drivers

- A full description of strategies to diffuse conflict
- FLAG
- Face the public/ driver
- Listen to the public/ driver
- Acknowledge their problem
- Give an explanation to the public/ driver

#### Addressing Challenging Behaviour



- Phrases to calm situations with aggressive / public/ drivers
- Involving others
- 3 step process for managing challenging behaviour from public/ drivers



## Action Planning and Feedback

- The language of Conflict Management
- Recording of incidents with public/ drivers.
- Feedback Opportunities

## Who should attend?

This course is suitable for everyone working within the Highways industry. It provides the most effective techniques and strategies for handling and resolving conflict in the workplace, including a working on the Highway.

## What will be covered?

Personal Safety Awareness

Understanding Conflict

De- escalating Conflict with public/ drivers

Addressing Challenging Behaviour

Action Planning and Feedback

## Other areas of interest

Highways Conflict Resolution Training Course

