



south essex college



## Conflict Management Level 2 Award

Southend Campus, Off-site venue

This is a one day course that covers conflict resolution techniques.

### Overview

This course is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public.

Awarded by



### About this course

#### Why should I do this course?

Gaining this qualification will enable participants to prove to employers or potential employers that they know how to effectively deal with conflict in the workplace.

#### What's covered?

- effective and appropriate communication in conflict situations
- the importance of correct methods of verbal and non-verbal communication
- how to recognise triggers and ways to utilise inhibitors to minimise conflict

#### How will my work be assessed?

This course is assessed by a one hour, 30 question multiple choice examination. Learners must achieve a mark of at least 20 in order to pass.

## What can I do after this?

On successful completion of course learners can progress onto a customer service course or develop conflict management techniques by taking one of our security qualifications.

## Entry requirements

There are no formal entry requirements for this course.

## Applying

If you'd like to apply for this course, please complete our online application form. Alternatively you can fill out a paper application form (you can pick these up from reception and are also in the back of our prospectuses) and mail it to our freepost address:

South Essex College  
Freepost SMU110  
Luker Road  
Southend on Sea  
Essex

## Course options

Venue	Starts	Attendance	Duration	Provision	Cost	Cost Details
Southend Campus (Luker Road)	Friday, June 28, 2019		1 day	Adults	£95.00	£95 or FREE if in receipt of certain unemployment benefits (please call on 0345 52 12345 to check your eligibility).
Off-site venue	Friday, July 19, 2019		1 day	Adults	£95.00	£95 or FREE if in receipt of certain unemployment benefits (please call on 0345 52 12345 to check your eligibility).