

## **Information sheet 1**

### **The Conflict Management Trainer for qualified trainers**

This trainer programme comprises of assessed distance learning and assignments followed by a three-day practical workshop in the delivery of conflict management scenarios.

Successful completion of the programme will lead to:

- The City & Guilds Level 3 (1886) qualification in the delivery of Conflict Management training, currently being developed.

This is a course for those with a 7302, or equivalent, and wish to deliver the 1884 Level 2 Certificate in Conflict Management.

#### **Structure**

The course will give a broad introduction to the main areas of conflict management in a context of delivering the 1884 certificate using scenario based learning and facilitation skills.

Key outcomes:

- Assessment and reduction of the risk of violence in the work environment
- Identification of behaviour that indicates an escalation towards violence and taking appropriate measure to avoid or calm and defuse the situation.
- Identification of post-incident support and reporting the circumstances to provide information for personal and organisational learning
- Development of scenario based learning in conflict management delivery
- Development of facilitation skills in delivering conflict management training

The course will begin with a 30 hour supported distance learning section. During this candidates will establish the knowledge underpinning the 1884 certificate and will complete a work-related project. Candidates will then take part in a three-day workshop. During the workshop candidates will be assessed on Knowledge, Understanding and Application of the Principles of Conflict Management through a multiple choice test.

The workshop will focus on the development of scenario based learning and use of facilitation skills in the conflict management learning environment.

Throughout the course direct phone and email support will be available from Conflict Pro.

#### **Process**

Candidates should apply submitting a Personal Training Assessment form and payment.

Conflict Pro will ensure that the candidate is able to take the programme as applied for, or to discuss developmental or specific arrangement needs.

- Three to four weeks before the workshop candidates will have the distance learning material sent to them and will be given details of their tutor whom they may contact via telephone or email.

- Candidates will have approximately three weeks to complete the distance learning requirements and submit the work related project.
- Candidates will undertake a 3-day workshop with up to a maximum of 10 candidates. The focus will be on scenario and facilitation skills. During the workshop candidates will undertake the Knowledge, Understanding and Application of the Principles of Conflict Management multiple choice test.

### Assessment

Candidates will be assessed on:

- Work related project, to be submitted at the start of the workshop
- Knowledge, Understanding and Application of the Principles of Conflict Management – multiple choice test.
- Delivery of scenario based sessions taken during the workshop.

### Candidate pre-requisites

Candidates entering the 1886 programme must have a City & Guilds 7302 Level 2 Certificate in Delivering Learning: An Introduction or higher, or equivalent.

