







ABOUT THE COURSE

This e-learning course covers the subject area of managing conflict. This subject area enables learners to develop their skills and confidence to effectively deal with conflict situations and reduce the likelihood of abusive and threatening behaviour in the workplace. This e-learning course can be used to effectively support:

- several of the new apprenticeship standards
- many regulated and non-regulated qualifications
- a staff induction programme

This e-learning module covers the following 14 topics:

- what is workplace conflict?
- responses to conflict
- cultural differences
- ego types
- breakdown in communication
- the behavioural cycle
- the PEACE model of conflict management
- conflict with customers
- the HEAT technique
- patterns of behaviour
- distance zones
- physical conflict warning and danger signs
- impact factors
- the BAP strategy

This course supports the following standards:

- Level 2 Adult Care Worker
- Level 2 Commis Chef
- Level 2 Customer Service Practitioner
- Level 2 Healthcare Support Worker
- Level 2 Hospitality Team Member



- Level 2 Retailer
- Level 2 Supply Chain Operator
- Level 2 Supply Chain Warehouse Operative
- Level 3 Lead Adult Care Worker
- Level 3 Retail Team Leader
- Level 3 Senior Healthcare Support Worker
- Level 3 Team Leader/Supervisor
- Level 4 Retail Manager
- Level 5 Healthcare Assistant Practitioner
- Level 5 Operations/ Departmental Manager

This course supports the delivery of the following regulated qualifications:

- Highfield Level 2 Diploma in Customer Service (RQF)
- Highfield Level 2 Diploma in Working as a Commis Chef (RQF)
- Highfield Level 2 Diploma for Retailers (RQF)
- Highfield Level 2 Diploma for Hospitality Team Members (RQF)
- Highfield Level 3 Diploma in Management (RQF)
- Highfield Level 5 Diploma in Leadership and Management (RQF)

How are learners assessed?

As part of this course, learners will be required to complete a series of multiplechoice questions. On the completion of this module, learners will receive a personalised Highfield-com- mended certificate, which they will be able to print out.

JP IAS provides price breaks on this e-learning course based on the total number of licences you purchase. The price breaks available are as follows based on user numbers:

Licences Purchased	Retail Price per Licence			Bulk Purchase Discount
01-99	£10	\$13	€12	5%
100+	£10	\$13	€12	7.5%



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