

Online Conflict De-escalation Awareness



**SAFETY^{IN}
ACTION**

**AXIOM
TRAINING**

Gain the skills to understand conflict, prevent escalation, and promote safe, respectful interactions in any environment.



Capacity

-



Self-Paced Learning



Locations

Online at a location of your choice

Overview

This course provides participants with a comprehensive understanding of conflict de-escalation principles and techniques. It focuses on recognising the factors that contribute to conflict, identifying early warning signs, and applying practical strategies to reduce tension and prevent escalation. Participants will also explore the legal context of conflict management in New Zealand, including relevant provisions under the Health and Safety at Work Act 2015, the Human Rights Act 1993, and the Mental Health Act 1992. The course emphasises the importance of upholding human rights and fostering a culture of respect and safety.

Course Content

- ✓ Understanding the conflict cycle and how conflict manifests
- ✓ Developing emotional intelligence to better manage responses
- ✓ Conducting situational risk assessments
- ✓ Applying verbal and non-verbal de-escalation techniques

Practical scenarios and case studies are used to reinforce learning and enable participants to apply de-escalation strategies in real-world contexts.

Ideal for frontline workers, customer service staff, healthcare personnel, and anyone exposed to potentially volatile interpersonal interactions, this course fosters safer environments by empowering individuals to manage conflict calmly and effectively

Book your training today

0800 222 388

safetyaction.co.nz