

## Conflict Management 2

### Personal Safety & Breakaway Techniques

#### Programme Aims

That candidates will be able to:

- Explain the process of communication and various blocks to this process.
- Outline a range of causes of aggression and violence, and techniques to de-escalate these triggers.
- Describe how to carry out a dynamic risk assessment of any risk situation.
- Understand relevant aspects of Irish law concerning workplace conflict.
- Demonstrate a range of personal safety tactics and disengagement techniques.

This training programme is designed for frontline staff in the public or private services industry and is tailored to the exact needs of the group.

#### Programme Duration

The Personal Safety & Breakaway Techniques programme is delivered in one training day.

#### Programme Testimonial

*“Excellent course, felt included in the class, understood everything, instructor was excellent.”*

**A. Keane,**  
APCOA Parking



ICSE Conflict Management's Personal Safety and Breakaway Techniques programme provides learners with the essential skills and techniques to identify, prevent and manage workplace conflict and aggression. Learners also acquire some simple techniques to bring about their release from common holds or grabs.



ICSE Conflict Management's Personal Safety & Breakaway Techniques programme provides participants with all the skills and knowledge to prevent aggression and conflict from beginning in their specific workplace. In addition, trainees are provided with techniques to bring about their release should someone attempt to strike, grab or hold them in the course of their work. Trainers focus on aggression diffusion techniques, how to avoid conflict, and the key aspects of personal safety. We explore past incidents and assist in developing effective workplace violence solutions.

This intensive programme is delivered through a mixture of role play, video review, group tasks, skills demonstrations, peer evaluation and other interactive techniques. The interactive nature of this programme allows for the quick transfer of techniques directly to the workplace.

**Contact us** today to discuss ICSE Conflict Management solutions in greater detail.

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