

# MANAGING CONFLICT - ACHIEVING CO-OPERATION ON THE STREET

## Course Outline

As part of the Keep Britain Tidy Enforcement Training suite, this course offers a day's comprehensive training on all the communicational and practical aspects front line staff should be aware of in order to effectively carry out their role.

## Course Aims

This course will introduce the process of effective conflict management and give participants the knowledge and skills to identify and minimise risk.

## Course Objectives

By the end of the training candidates will be able to:

- Define what conflict is
- State the behaviours that can contribute to situations of conflict
- Identify effective communication skills, verbal and non-verbal
- Identify strategies effective in avoiding and defusing conflict situations

## Who would benefit from attending this course?

This training is suitable for all front line staff dealing with the general public and is particularly useful for those working within an enforcement environment.

## Course duration

One day

## What have others said?

*"The trainer was brilliant and very helpful with questions, explained and presented clearly."*

Kajoria Mahbub, Tower Hamlets Council

This course can be run in-house, or the hosting can be shared between local authorities to keep costs down.

Discounts are available for Expert & Exemplar Network Members. For a quote or for more information, please contact us by emailing [training@keepbritaintidy.org](mailto:training@keepbritaintidy.org) or call us on 01942 612 655.

Did you know that Keep Britain Tidy also runs The Enforcement Academy? A course that provides all the knowledge, skills and tools required when working in frontline enforcement.