

**Component Title:** Conflict Resolution Training

**Component Reference Number:** K/507/6430

**Credit Value:** 2

**GL:** 8 hours

**Level:** 3

	Assessment Method	Evidence Ref. Page Number, Method	Assessor Decision, Sign and Date
<b>You must be able to:</b>			
<b>1 Understand the role of key organisations in relation to trafficking, radicalisation and terrorism, crime and fraud</b>			
1.1 Outline current regulations and legislation linked to trafficking, radicalisation and terrorism, crime and fraud			
1.2 Identify the key organisations in relation to trafficking, radicalisation and terrorism, crime and fraud			
1.3 Explain the roles of key people involved in the key organisations in relation to trafficking, radicalisation and terrorism, crime and fraud			
<b>2. Understand what constitutes conflict</b>			
2.1 Describe the common causes of conflict			
2.2 Identify the different stages of conflict			
2.3 Reflect on experience of conflict situations			
<b>3. Understand strategies to manage and reduce conflict</b>			
3.1 Explain how to develop strategies to reduce the opportunity for conflict to occur			
3.2 Explain how to manage conflict situations to agreed ways of working			
3.3 Outline the methods and action			

appropriate for conflict situations			
<b>4. Understand the role of communication in conflict situations</b>			
4.1 Describe different forms of communication			
4.2 Explain verbal and non-verbal communication in conflict situations			
4.3 Analyse the impact that cultural differences may have in relation to communication			
4.4 Identify the cause of communication breakdown			
4.5 Identify the right conditions for communications			
4.6 Explain the importance of creating the right conditions for communication to succeed			
4.7 Explain the behavioural patterns of individuals during conflict			
4.8 Explain different communication models in relation to conflict			
4.9 Explain the warning and danger signals displayed by individuals during conflict situations			
4.10 Explain the signs that may indicate the possibility of a physical attack			
<b>5. Understand the procedural, environmental and legal context of violence in the workplace</b>			
5.1 Explain procedural and environmental factors in decision making			
5.2 Explain the importance of keeping a safe			

distance in conflict situations			
5.3 Explain the use of 'reasonable force' as described in law and its limitations			
<b>6. Understand own responsibilities following a conflict situation</b>			
6.1 Outline the range of support, both short and long-term, available to those affected by a conflict situation			
6.2 Explain incident reporting using agreed ways of working			
<b>7. Understand the support available following a conflict situation</b>			
7.1 Explain the need to provide support to those directly affected			
7.2 Explain the wider organisational benefits of providing support to those affected by conflict			
<b>8. Understand the requirements of organisations following conflict</b>			
8.1 Explain the process to follow after a conflict situation			

**Learner declaration of authenticity:**

I declare that the work presented for this Component is entirely my own work.

Learner signature:

Date:

**Assessor sign off of completed Component:**

I confirm that the Learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this Component.

Assessor name:

Signature:

Date: