

## HABC - Level 2 Award in Conflict Management

### Introduction

The HABC Level 2 Award in Conflict Management has been developed to meet the requirements of individuals who require training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, deals with service users or the public. It can also be a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and feel more confident in being able to deal with situations if they arise.

### Learning Outcomes – The learner will

1. Know how communication can be used to solve problems and reduce the likelihood of conflict
2. Know the factors that influence human responses in conflict situations
3. Know how to assess and reduce risks in conflict situations
4. Know how to communicate effectively and de-escalate conflict in emotive situations
5. Know good practice to follow after conflict situations

**Duration:** 2 Day Course  
(Followed by assessment – Multiple Choice)

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### Assessment Criteria – The learner can

- State the importance of positive communication as a way of reducing the likelihood of conflict
- Identify how managing customer expectations can reduce the likelihood of conflict
- Identify the differences between assertiveness and aggression
- State the importance of viewing a situation from the customer's perspective
- Identify strategies that can be used to solve problems
- Identify human responses to emotional or threatening situations
- Identify factors that can trigger an angry response in others
- Identify factors that can inhibit an angry response in others
- Identify the stages of escalation in conflict situations
- State how to apply dynamic risk assessment to a conflict situation
- State the importance of following employer policies and guidance in conflict situations
- Identify measures that can reduce risks for people who may be involved in conflict situations
- Identify how to use non-verbal communication in emotive situations
- Identify how to overcome communication barriers in emotive situations
- Identify ways of defusing emotive conflict situations
- Identify how to work with colleagues to de-escalate conflict situations
- State the importance of providing exit routes and space when dealing with an angry person
- State the importance of accessing help and support following an incident
- Identify the benefits of reflecting on and learning from conflict situations
- Identify the benefits of sharing good practice and contributing to solutions to recurring problems

