



COMMUNICATION AND CONFLICT MANAGEMENT

COURSE BOOKING FORM

The course provides the framework for employers to monitor, manage and reduce conflict in the workplace. It provides staff with the skills and knowledge to recognise and reduce the risk of conflict and complies with Violence at Work Policies under Health and Safety.

The course itinerary includes Self Awareness, Communication and Barriers to Communication, Customer Care, Triggers & Inhibitors, Signalling Non-Aggression, Recognising Escalation, Managing Abuse, Reducing and resolving conflict

To book your place(s) please complete the sections listed on the next page and return this form by:-

FAX: 01934 429779
EMAIL: vguard@globalnet.co.uk
POST: Vanguard Surveillance and Security
35 Bridge Road
Weston-super-Mare
Somerset BS23 3PN

PREFERRED LOCATION OF COURSE:

Please tick relevant box

Your Business Premises?

An External Training Centre?
(To be arranged by Trainer)

NUMBER OF CANDIDATES

CONTACT DETAILS

Name:.....

Position..... Company Name.....

Address.....

.....

Telephone:..... Email:.....

Upon receipt of Booking Form, you will be contacted to arrange dates and location.

Please note payment must be received in full prior to the course taking place.

Course Duration: 5 Hours

Location: Will travel to Client Business Location within Bristol and Somerset area or can provide specific training location (at additional cost).

Class Size: Maximum 12 participants

Cost: Client Business Location: £250 per day, plus V.A.T

Provision of Location: Charged per head, dependant upon number of participants. Details provided upon application.



THANK YOU