



Legal/Best Practice	
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Skill Builder	✓
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Career Builder	✓
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Management and Supervisory – Managing Conflict and Agression in the Workplace

Course Code: CT110

Anger, confrontation and aggression at work is on the increase. All employers have a responsibility to protect their employees from aggressive colleagues or customers. This course covers all aspects of defusing and managing aggressive and difficult behaviour.

Course at a glance

- Understanding anger
- Understanding personal triggers
- Remaining calm when faced with challenging behaviours
- Active listening
- Non-violent communication
- Finding alternatives to anger
- Easy steps for managing anger at work
- Assessing and reducing risk
- Assertiveness
- Body language
- Course assessment and review

	At Brandon Training Centre	On-site
Duration	1 day	1 day
Cost	£200 + VAT	£1,800 + VAT per trainer per day on-site
Minimum number of delegates	1 – attending an Open Course Booking	8
Maximum number of delegates	12	12
Certification	Brandon Training Certificate with Training ID Card. Records are available to view on-line	

Note: All pricing is based on Per Delegate rates unless otherwise indicated. For more information or to book a training date, please contact the Training Team on: 01179 718 555 or www.brandontraining.co.uk