

## Training and Conferencing A Social Enterprise

Our Training and Conferencing Department was set up in 2012, utilising the skills and experience within our organisation to share with others within the Housing and Voluntary (third) Sectors.

The work we do and courses we deliver are designed to generate a surplus income that can be used to support the other charitable work that we do with homeless or disadvantaged young people.

**In addition to our short courses, we are accredited to deliver Chartered Institute of Housing, Institute of Leadership and Management and City and Guilds Qualifications.**



## Contact us

If you would like any further details about the qualifications or courses that we run please contact us.

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or write to

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[www.twitter.com/trainingbymca](https://www.twitter.com/trainingbymca)



# YMCA BIRMINGHAM

TRAINING AND CONFERENCING

## Conflict Management and Resolution

# YMCA

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

# YMCA

## Conflict Management and Resolution

For any individual(s) that currently have the potential to face challenging behaviour, including potential, or actual violence, we deliver a very popular course which looks at the causes of challenging behaviour, the range of coping skills available for defusing and managing incidents, and how to use non-restrictive physical intervention.

We offer two courses on this subject;

### 1 day awareness course

This 1 day course covers;

Conflict Management and Disengagement Techniques

Including;

- Common causes of conflict
- Impact Factors
- Warning/danger signs
- Projecting a professional image
- Models that help to de-escalate aggression
- Helping you to evaluate a potentially difficult situation
- Reaching a positive outcome

### 2 day accredited course

This 2 day course covers;

Physical Intervention Techniques such as; Disengagement, Escort Holds, Contact and Withdraw, Containment and Relocation Techniques



Including;

- Describe the different forms of communication
- Give examples of communication breakdowns
- Explain different methods of communication models that can assist conflict resolution
- Describe patterns of behaviour you may encounter during different interactions
- Explain the warning and danger signs
- Give examples of distance when dealing with conflict
- Give examples of impact factors
- Describe different methods for dealing with possible conflict situation
- Explain the use of "reasonable force" as it applies to conflict resolution.

### Customising the course

If you would like to have any specific areas of conflict management or resolution covered that do not form part of the normal course then please get in touch to see how we can amend it to make it more meaningful to your organisation.

We can also deliver your customised course in-house so as to minimise the time that your staff are away from the workplace.

**Interested?**

**Why not contact us for an initial discussion to see if we can help.**