



Award in Conflict Management

Qualification Overview Factsheet



Who are The Launch Group?

The Launch Group are an award-winning training company. Started in 2013, we possess a proven track record of designing and developing a range of training programmes and qualifications, tailored to specific job sectors. Everything we do has one goal in mind: to carefully develop our customer's existing skills and enhance career prospects.

About this Qualification

This regulated qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

Unit Breakdown

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

How long will it take me to achieve this qualification?

This qualification can be completed in 1 day - 8 GLH

How is the qualification assessed?

The qualification is achieved by taking a multiple choice exam which we invigilate ourselves. Candidates must achieve a score of at least 20 out of 30 to pass.

Where can this course be taken?

This qualification can be studied either in person in a face to face classroom environment, or online using our distance learning method.

How to enrol?

If you are a company looking to enrol multiple staff members on to this programme or looking for classroom delivery, please e-mail elarning@thelaunchgroup.co.uk providing a telephone number and a member of our commercial training team will be in touch to discuss your requirements.

If you are an individual looking to enrol on to this programme, please e-mail visit the following link which will take you through to our e-learning platform and you can begin studying immediately:

<https://learn.thelaunchgroup.co.uk/>