



**In a threatening situation  
are your colleagues' words  
and body language saying  
the same things?**

## **Conflict Prevention and Resolution**

### **A SAFER Approach**

We'll help your staff to identify and reduce conflict and risk and influence a safe and positive outcome in a difficult situation

### **Setting the standard**

Maybo continues to be the benchmark for conflict management and personal safety training with more than 3,000 customer facing staff completing a Maybo training programme each month.

Our programmes are written by conflict management experts who are part of a team that has lead the development of national qualifications and competency standards in managing conflict for frontline personnel, managers and trainers.

### **Training tailored to your needs**

All of our training programmes are tailored to the roles staff perform and the level of risk they face. We draw upon our proven core modules, and personalise the content to meet the specific needs of your organisation.

Each programme is developed in partnership with you, using a consultation process that explores key criteria, such as the operating environment, the current risks, behaviours presented by your customers or service users, the specific roles of the staff to be trained and the most appropriate delivery method. The result is a training programme that is relevant to your staff and your organisation and therefore more effective.

### **Bridging the Gap - Transfer of learning to the workplace**

We use scenario based training, deriving the situations from the real life settings the staff we are training face. We find this enables realistic practice and gives staff the confidence to use the techniques and skills back in their workplace.



We can include specific scenarios and case studies in our training designed entirely around the issues your staff face in their role.

These could include:

- Lone working and remote working
- Dealing with difficult telephone calls
- Delivering unwelcome news
- Visiting people's homes
- Caring for people with dementia
- Supporting people with learning disabilities
- Working with children and young adults
- Treating people with mental health or substance misuse issues



In a heated situation it is not just what we say - it is how we say it that can make the difference.

Maybo conflict management training provides individuals with the understanding and skills to build positive relationships and defuse, prevent and learn from conflict.

### Learning outcomes

Staff who have completed a Maybo conflict prevention and resolution programme will be better able to:

- Recognise potential conflict flashpoints and risks in their work
- Identify simple steps to prevent and reduce conflict and risk for all parties
- Develop positive relationships and interactions
- Defuse and resolve emotive situations
- Respond professionally and enhance the quality and reputation of your service

### Flexible delivery options

Organising for staff to take time out from their work to attend training can be a headache. Our training can be delivered in a number of ways to make this as easy as possible.

An example would be, using our e-learning for awareness and as an introduction to the conflict management models followed by a workshop to learn the application of the skills, significantly reducing the normal staff abstraction time.

Delivery options you can choose:

- Training workshops
- Workplace coaching
- Trainer Training
- E-learning
- Blended learning

The cost will depend on the level of training and delivery method you choose. Our prices are competitive and we will work with you to help you achieve your staff training needs within the available budget.



### Peace of mind

Maybo training brings peace of mind that your staff will have been given the tools to develop skills to spot potential conflict and more confident to manage difficult situations and your organisation will be better protected, should an incident occur.

As evidence of training every delegate receives a Maybo certificate following completion of one of our training programmes which can be further enhanced by including City& Guilds accreditation.