

# HABC Level 2 Award in Conflict Management

## Qualification overview and objective

The Highfield Level 2 Award in Conflict Management (RQF) has been developed to meet the requirements of individuals who require training in conflict management. The objective of the qualification is to:

- Support a role within the workplace, especially those that have a customer facing role and deal with service users and/or the public; and
- Provides learners personal growth and engagement in learning The qualification provides learners with the knowledge and understanding in conflict management. It can also be a useful qualification for individuals who would like a better understanding of how to prevent conflict situations, and who would like to gain more confidence in being able to deal with conflict situations should they arise.

## Entry Requirement:

To register for this qualification, learners are required to meet the following entry requirements:

- must be aged 16 and over

It is advised that learners have a minimum of level 2 in literacy.

## Guidance on Assessment:

This qualification is assessed through a multiple-choice question exam

Unit	Unit Title	Assessment Methods
1	Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public	Externally set and externally assessed multiple-choice questions.  Learners must achieve a score of at least 20 out of 30 to pass.  Examination duration is 1-hour.

## Progression Opportunities

Upon the successful completion of this qualification, learners may wish to continue their development via the completion of any of the following signposted qualifications/training:

- Highfield Level 3 Award in the Delivery of Conflict Management Training (RQF)

## Appendix 2: Qualification content:

**Unit 1:** Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public

**Level:** 2

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p><b>1. Know how communication can be used to solve problems and reduce the likelihood of conflict</b></p>	<p>1.1 State the importance of positive communication as a way of reducing the likelihood of conflict</p> <p>1.2 Identify how managing customer expectations can reduce the likelihood of conflict</p> <p>1.3 Identify the differences between assertiveness and aggression</p> <p>1.4 State the importance of viewing a situation from the customer’s perspective</p> <p>1.5 Identify strategies that can be used to solve problems</p>
<p><b>2. Know the factors that influence human responses in conflict situations</b></p>	<p>2.1 Identify human responses to emotional or threatening situations</p> <p>2.2 Identify factors that can trigger an angry response in others</p> <p>2.3 Identify factors that can inhibit an angry response in others</p>
<p><b>3. Know how to assess and reduce risks in conflict situations</b></p>	<p>4.1 Identify how to use non-verbal communication in emotive situations</p> <p>4.2 Identify how to overcome communication barriers in emotive situations</p> <p>4.3 Identify ways of defusing emotive conflict situations</p> <p>4.4 Identify how to work with colleagues to de-escalate conflict situations</p>

	4.5 State the importance of providing exit routes and space when dealing with an angry person
<b>5. Know good practice to follow after conflict situations</b>	5.1 State the importance of accessing help and support following an incident 5.2 Identify the benefits of reflecting on and learning from conflict situations 5.3 Identify the benefits of sharing good practice and contributing to solutions to recurring problems