

PSA

Personal Safety and Public Sector Training
Steve Clarke BA, B.Sc. Cert. Ed. M.I.C.M.

THE COMMON SENSE APPROACH

To Whom it may concern

On 8th April 2015 I presented a training seminar in Conflict Management for the employees of the **Muhib Restaurant, 73 Brick Lane London E1.**

This course was specifically tailored to include discussion and scenarios relevant to the problems and issues encountered by the staff of this establishment with the aim of providing practical strategies to manage potential aggressive or difficult situations which might arise when the restaurant is open to the public.

The following areas were included in the training

- Recognising and assessing threat and risk situations
- Risk Assessment and Dynamic Risk Assessment
- Avoiding and defusing conflict
- Signs of Aggression, triggers and inhibitors, de-escalating responses
- Providing pro-active service
- Communication skills
- Strategies for dealing with and challenging unacceptable behaviour.

This course was based upon similar material to that included in both City & Guild and British Institute of Innkeepers courses.

I am a professional training consultant established for 16 years under the trading name above. I hold a post graduate certificate of education. The certificate in the delivery of conflict management from the City & Guilds.

Stephen Clarke BA, B.Sc, PGCE, MICM

CERTIFICATE OF ATTENDANCE

This certificate is awarded to

ABDUS SHOHID

Conflict Management Awareness
ON

8TH APRIL 2015



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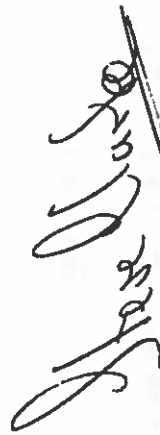
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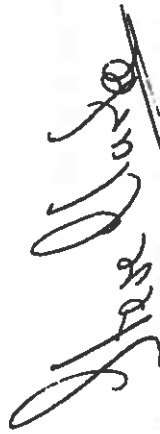
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