

This is to certify that

**Dawn Nix**

attended a

# CONFLICT RESOLUTION TRAINING DAY

on

**06/06/17**

## COURSE CONTENT

Common Causes of Conflict  
Communication Breakdown  
Patterns of Behaviour  
Examples of Impact Factors  
Use of Reasonable Force

Two Forms of Communication  
Communication Models  
Warning and Danger Signs  
Use of Distance and Space  
Methods for Dealing with Conflict

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**Wesley Burton**

Security Management Specialist

This certificate is valid for 3 years from the above date. To ensure continual compliant you should book your next Conflict Resolution Training course at least 3 months before expiry.  
This certificate is transferable between NHS employers.