



**SIMPLE TIPS TO SELF-ASSESS YOUR HEALTH & SAFETY RESPONSIBILITIES & COMPLIANCE**

## Conflict Management

### 1) An Outline of the employer's responsibilities

"Employers, and the self employed have a legal duty to perform risk assessments. The HSE definition of violence at Work is "Any incident in which an employee is abused, threatened or assaulted in circumstances arising out of the course of his or her employment. If the risk assessment indicates that it is reasonably foreseeable that the physical or psychological health of staff may be at risk then the employer should comply with the workplace occupational standards developed for managing violence at work. One of those standards is to provide appropriate training for staff where the risk cannot be avoided. The standards can be downloaded from our fact sheet. If you are not sure how you are doing call us for a free consultation.

### 2) Self -assess your application of good practice and compliance

#### A simple 10 point check list:

- 1) Does your risk assessment establish if staff are at risk from abuse, threats or assaults either whilst at work or from circumstances arising out of the course of work (as defined by the HSE)?
- 2) Are you are aware of the national workplace occupational standards in respect of managing violence at work and how they impact on your organisation?
- 3) Can you demonstrate to your insurers, the enforcing authorities and your staff that you are fulfilling your duties?
- 4) If working in the NHS are you aware that the provision of conflict management training is a compulsory requirement for all NHS staff and that the provider must have attended the NHS counter fraud and security management service induction course
- 5) Have you considered those who work away from their normal workplace and maybe at special risk
- 6) Have you given special attention to lone workers
- 7) Have you taken steps to eliminate or reduce the risks
- 8) If unable to eliminate risks have you reduced that risk the lowest level reasonably practicable
- 9) Are you aware that most causes of conflict in the workplace are through a breakdown in customer service expectation's. Do you want to reduce absenteeism due to stress linked to verbal or physical abuse
- 10) Are you able to demonstrate to your insurers, the enforcing authorities and your staff that you are fulfilling your duties



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### 3). Basic Information

#### Conflict management risk assessment – Part 1

The HSE definition of workplace violence is:

*'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'*

- If as part of your risk assessment of there is a reasonably foreseeable likelihood of such an incident occurring employees must take appropriate steps to reduce the risk to the lowest level 'reasonably practicable'
- Alternatively there is guidance from bodies such as the HSE [www.hse.gov.uk](http://www.hse.gov.uk) or Institute of Conflict Management to help you identify sectors where staff are at higher risk.
- The national occupational standards produced in 2002 require employers to:
  - 1/ Assess the risk of violence to workers
  - 2/ Develop an effective policy and procedure for minimising the risk of violence to workers
  - 3/ Implement policy and procedures to minimise the risk of violence at work
  - 4/ Develop and maintain an effective management information system.
  - 5/ Promote a safe + positive working environment
  - 6/ Ensure your actions contribute to a positive and safe working environment
  - 7/ Protect yourself from the risk of violence at work
  - 8/ Respond to work related violent incidents
  - 9/ Support individuals involved in incidents of violence at work
  - 10/ Investigate and evaluate incidents of violence at work
  - 11/ Ensure effective communication follows an incident of violence

#### Conflict management risk assessment – Part 2

This has two parts. Part 1 is the formal risk assessment which has to be completed by the employer and significant findings recorded. The findings of this risk assessment should prescribe the safe system of work to be followed.

Part 2 is the dynamic or personal risk assessment to be completed by the worker when faced with a potential or actual threat. Solutions can provide you with assistance in conducting the formal assessment and will train your staff on how to make a dynamic or personal risk assessment.

### 4). How Solutions Training can help

1. Do you want a company that has the experience and professional capability to assist you meet all of the standards?
2. Do you want staff training that will equip your staff with the knowledge and skills to conduct appropriate personal risk assessments, and subject to risk assessment determining it is safe to do so successfully resolve conflict?
3. Do you want to have that training provided by the only UK training provider who can offer the EDEXCEL / BTEC accredited "Personal Safety Skills in the Workplace" all delivered in line with the Institute of Conflict Management code of practice?
4. Do you want that company to have a proven track record of reducing risk in the workplace, by trainers with vast experience of managing conflict in the workplace?
5. Do you want a company that can provide training at any time of the day, on any day of the week at no extra cost?

How did you score? - If you would like an informal discussion with a technical consultant  
CALL SOLUTIONS TRAINING & ADVISORY ON 01932 880147