

# Training Courses & Related Services

## Deal with conflict situations

National Code **SITXCOM003A**

<b>Duration</b>	1 x 6 hours	<b>Maximum Group Size</b>	8-20
<b>Who should attend</b>	All frontline staff who may or do deal with customers in any workplace environment.		
<b>Course aims</b>	Assist staff to identify potential for conflict quickly; have a knowledge of how to avoid or deal with situations where personal safety maybe threatened; learn how to use effective communication strategies		
<b>Course Content</b>	<p>Identify conflict situations</p> <p>Resolve conflict situations</p> <p>Evaluate conflict situations</p>		
<b>Learning outcomes</b>	<p>Knowledge of how to deal with;</p> <p>Customer complaints; conflict among work colleagues; how to refuse entry; ejection form premises; difficult or demanding customers; customers with special needs or expectations.</p>		
<b>Documents issued on successful completion</b>	Statement of Attainment on completion of the unit SITXCOM003A from the SIT07 Hospitality Training Package		
<b>Employability skills</b>	This unit contains employability skills		
<b>Price per person</b>	POA	<b>Price per in-house course</b>	POA