



Beyond The Blue is a consultancy, training and event management company, experienced in providing organisations with the solutions to workplace violence. We pride ourselves on our professional and effective approach and high success rate.

We are specialists in planning ahead, our ethos is to prevent incidents occurring “out of the blue” and to help individuals and organisations see “beyond the blue”. We will help you work safely and create a positive working environment.

10% off
free training
recommend us and we reward you
50% off
20% off
discounts

Incentives and Discounts

Beyond The Blue offer discounts and incentives for many of our services and courses, particularly to customers who wish to develop longer term relationships with us.

We offer value for money and believe in hidden discounts rather than hidden extras.

Discounts may be made available to your organisation if we are training at your premises.

For the latest promotions please visit our website www.btbl.co.uk

“preventing incidents occurring ‘out of the blue’ and helping individuals and organisations see ‘beyond the blue’”

Terms and Conditions apply, see www.btbl.co.uk

All discounts and incentives are based on the training fee only and exclude examination and course materials fees.

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beyondtheblueTM
consultancy, training & event management

Conflict Management and Resolution Training



providing solutions to workplace violence

Conflict Management & Resolution Training has a central role in the modern day workplace. Conflict can arise in any environment where employees interact with the public; unfortunately in some cases this can result in aggression, violence and even assault.

Workplace violence is a recognised problem costing businesses in the UK millions of pounds every year. It causes increased stress levels and fear in employees, leading to low productivity and absence from work.

Beyond The Blue develops specific courses to meet the needs of your business. Our courses address the most effective ways to deal with conflict, but more importantly how conflict can be recognised and resolved before it escalates. Our training courses will give your employees the confidence and skills to create a safer working environment.

Our **Conflict Management and Resolution courses** run over one or two days and are suitable for a wide variety of sectors. Developed around a core syllabus each course is tailored through a Training Needs Analysis to meet the individual requirements of our clients.

Our emphasis is on **prevention and resolution**; we examine methods and skills to recognise potential conflict situations and resolve them, before they result in aggression or violence.

Gaining an understanding of subjects, ranging from your own physiology to the law, will help you and your employees work within a safer, more relaxed, more professional and more productive environment.

Physical Intervention Courses provide candidates with the vital skills needed to act safely and professionally using low-impact, break-away and restraint techniques designed to de-escalate and resolve physically aggressive situations. For employers it provides peace of mind that employees will manage violence in a safer, more effective way.

We recommend that candidates should first complete conflict management and resolution training before enrolling on a Physical Intervention course.



Beyond the Blue is accredited by the BIIAB to deliver the Award in Conflict Management, the National Certificate for Door Supervisors and the portfolio of licensed retail sector training courses. The BIIAB is approved by the government and accredited by the Qualifications and Curriculum Authority (QCA).



The BIIAB Award in Conflict Management. This one day course follows the BIIAB curriculum, at the end of which a short multiple-choice examination is completed and successful candidates are awarded a BIIAB certificate.

Beyond the Blue offer services and training in the following areas:

- **Drug Awareness**
- **Fire Safety Training**
- **Fire Risk Assessment**
- **Independent Travel Safety Workshop** (www.safegapyear.com)

For further details on all of our services and courses, including course content and who should attend, please visit our website www.btbl.co.uk or call us on **0845 602 55 95**

