

Conflict Management Q&A session

The following questions must be asked of each learner on a 1-1 basis, and video recorded. The tutor should write the answers into the space provided. The ideal time to do this is just after the conflict management scenario, as the learner will have demonstrated this, there is no requirement for an additional video if this is incorporated into the practical exercise.

AC4.1 - Can you identify **two** verbal and two non-verbal communication techniques demonstrated in the practical observation to de-escalate conflict? AC4.1

1.

2.

AC4.2 - Q2 Can you identify **two** communication barriers from the practical observation, and explain how each of these were overcome?

1.

2.

AC4.1-4.3 - Q3: Can you identify **two** different behaviour types from the practical observation, demonstrated by yourself or others?

1.

2.

Learner Name:

Learner Sig:

Tutor Name:

Tutor Sig: