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|  | **Practical Assessment Record** |

**Application of Conflict Management in the Private Security Industry**

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| **Centre Name** |  | **Centre Number** |  |
| **Date of Assessment** |  | **Venue** |  |
| **Assessor’s Name** |  | **Candidate’s Name** |  |

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| **Criterion**  **Number** | **Criterion Description** | **Examples** | **Comments** |
| **4.4** | Demonstrate approaches to take when addressing unacceptable behaviour | Approaches:   * Non-aggressive body language * Empathy * Be positive and assertive * Actively listen * Problem solving * Follow appropriate organisational policies and procedures |  |
| **4.5** | Demonstrate ways to de-escalate conflict situations | Conflict de-escalation:   * Managing communication barriers * Using positive communication * Active listening * Non-verbal communication * Verbal communication * Non-aggressive * Empathy * Building rapport/trust * Problem solving * Providing assistance e.g. calling a taxi * Including management in discussions |  |
| **4.6** | Demonstrate working with colleagues to de-escalate conflict situations | * Positioning * Switching to or from a colleague |  |

**Assessor**: Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**IQA**: Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_