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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
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| **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
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| **4.6** | Demonstrate working with colleagues to de-escalate conflict situations | * Positioning
* Switching to or from a colleague
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**Assessor**: Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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