

Working as a Door Supervisor
Application of Conflict Management
in the Private Security industry

Delegate Pack
(Key Tasks and Activities Answers)

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The principles of conflict management appropriate to the role

1 Identify SIX situations that can lead to conflict.

- 1** Misunderstandings
- 2** Poor communication
- 3** Lack of planning
- 4** Unrealistic/unfair expectations
- 5** Attitudes
- 6** Substance and alcohol use.

2 Describe the FOUR stages of escalation in a conflict situation.

- 1** Frustration
- 2** Anger
- 3** Aggression
- 4** Violence.

3 Identify the stages of the attitude and behaviour cycle.

My attitude, affects my behaviour, affects your attitude, affects your behaviour.

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Recognising, assessing and reducing risk in conflict situations

1 What are the factors, triggers and inhibitors appropriate to a conflict situation?

Factors	Triggers	Inhibitors
Any reason that a person may become emotional.	An action towards you that can cause you to completely lose your temper.	Something that prevents someone from acting in an unnecessary, unreasonable or negative way. It is the opposite to a trigger.

2 Identify FIVE potential responses to a conflict situation.

- 1 Raised voice
- 2 Finger pointing
- 3 Reddening of face
- 4 Tensing of shoulders
- 5 Individual person space.

3 State FOUR de-escalating techniques.

- 1 Using dynamic risk assessment
- 2 Identify the trigger factors and use inhibitors to de-escalate situation
- 3 Reassure customer to reduce anxiety
- 4 Speak calmly.

This list is not exhaustive.

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Problem-solving techniques

1 Explain how to use empathy to resolve conflict situations.

Imagine being in their situation and let them know you understand why they feel this way.

2 State the benefits of using problem-solving techniques when resolving conflict.

They can de-escalate conflict before it becomes violent.

3 Explain how the win-win approach works to resolve conflict situations.

Both sides of the dispute are reasonably satisfied with the outcome.

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Communication to de-escalate conflict

1 Identify different verbal and non-verbal communication techniques.

Verbal	Non-verbal
Verbal - words.	Non-verbal - body language.

2 Identify the THREE behaviour types and provide examples of each.

Passive	No eye contact.
Assertive	Being firm but fair.
Aggressive	Having a threatening tone or position.

Other examples are acceptable.