

Conflict management - Guidance overview

Information and practical support on officer and staff safety, diffusing situations and non-physical ways to deal with conflict, aggression and violence.

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How to resolve conflict in everyday encounters between the police and the public without using force, where possible. Safer resolution, reducing the risks of assault to officers and staff, and improving public safety. And how to determine when force should be used as the safest response.

This covers:

- conflict management skills
- supervisory support
- learning the lessons
- developing the evidence base

Related reports and information

- [News – NPCC and College of Policing pledge to improve officer and staff safety](#)
- [Officer and staff safety review \(pdf\) 3.27 MB](#)
- [National police safety survey – final results \(pdf\) 2.95 MB](#)
- [Conflict management acknowledgements \(pdf\) 93.57 KB](#)
- [Conflict management guidelines \(pdf\) 389.45 KB](#)
- [Police use of force: Tactics, assaults and safety \(pdf\) 1.02 MB](#)
- [Conflict management: What works and risk factors \(pdf\) 1.36 MB](#)