



# Conflict Resolution

IOSH Ireland Branch

With North Western and Western Districts

Fire Risk Management & Rural Industries Sections

Speakers Michael Cusack & Tony O'Brien

22<sup>nd</sup> september 2021



# Michael Cusack

- Michael Cusack CMIOSH is the Health & Safety Executive with Inland Fisheries Ireland. Michael has developed systems to manage high risk environments which include activities in isolated inland waters, rivers, large lakes, estuarine waters and open seas.
- He is also a former Chair of the Ireland Rural Industries Section and a staunch supporter of the Ireland Branch and contacted me to suggest the event. Michael has a keen interest in behavioural safety and the use of cultural evaluation systems such as the NOSACQ-50.



## Tony O'Brien

- Tony O'Brien has worked and trained extensively in the conflict management, safety and security fields over the past 21 years. Working in these areas at both an operational and management level Tony developed systems and procedures to enhance the safety of employees and customers experience in a range of businesses. Based on these results Tony began designing and developing safety, security and risk management programmes for ICSE in 2010 which have been delivered to a range of public and private sector clients across Europe. Programmes designed by Tony have been shortlisted in both 2015, 2016 and 2021 for the Irish Institute of Training and Development National Training Award. In 2017, 2019 and 2020 training programmes developed and delivered by Tony were awarded the National Training award and Tony was awarded the 'National Rising Star in Training and Development' for his work in raising the profile of personal safety training in workplaces.
- Tony's professional qualifications include certifications in the delivery of Conflict management and Physical Intervention from NFPS, City and Guilds, MAYBO and The Crisis Prevention Institute. Tony also holds recognised professional qualifications in safety and security and a diploma in Criminal Psychology. Academically he holds a Degree in Business Management from UCD and a degree in Training and Education from NUIG.



- ICSE are one of Ireland's leading providers of conflict management and personal safety training in Ireland. They specialize in the design and delivery of risk-based training systems that reduce the risk of workplace violence to front line employees. They train across sectors including healthcare, social care, transport, environmental protection, hospitality, security, and others. Started in Galway in 2006, ICSE have grown to a nationwide training company with offices in Dublin and Cork as well as their Head Office in Galway. They employ a team of trainers across Ireland who deliver specialist security, safety and service-based training programmes.
- Their programmes are built on a risk-based approach to building and delivering training that is fit for individual purpose and all their training programmes are bespoke to the client.