

## Conflict Resolution Training Course (NHS CFSMS Curriculum) – 1 Day course

### Aim

The aim of this training is to recognise different aspects of conflict that delegates may encounter and to understand and be aware of different methods of resolving conflict.

### Key Learning points

- Verbal and non-verbal communication skills
- Recognising warning signs
- Cultural awareness
- De-escalation techniques

### Course Programme

Content	Knowledge	Benefit
Define Conflict	Conflict awareness	Respond to different levels
Identify common causes of conflict	Recognise the signs	Be prepared and take action to stay safe
Describe forms of communication	Understand different methods	Apply appropriate response
Explain how and why communication breaks down	Identify barriers	Avoid escalation
Describe 3 different communication models	Three different approaches	Speak into their world
Describe the 'Attitude and behaviour cycle'	Understand the conflict cycle	Change behaviour where necessary
Describe the progression to resistance that is typically displayed during a conflict situation	Recognise patterns of behaviour	Strategic responses to avoid escalation
Identify warning and danger signs	Risk aware	Take defensive action to keep safe
Give examples of 'Impact factors'	Recognise environmental influences on aggression	Reduce impact factors where possible
Describe the use of distance when dealing with conflict	Control safety distances	Maintain safe distance
Describe the considerations that must be taken into account if you decide to extract a conflict situation	Understand the dynamic choice process	Purposeful interactions to manage risk
Explain the use of reasonable force as applies to conflict resolution	Understand the legal responsibilities	Ensure actions are accountable

Participants will feel more in control and manage conflict with confidence.

### Accreditation

Blue Concept Training Certified Course – GSA Recognised