



Conflict Resolution in Health and Care

Conflict Resolution in Health and Care -
Online Training Course - UKCSTF Aligned



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Conflict Resolution in Health and Care training course for front-line healthcare and social care providers. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Staff must feel safe in their working environments. Violent behaviour not only affects them personally but indirectly, it harms the standard of service and the delivery of care. In terms of tackling violence against staff, Conflict Resolution Training (CRT) is a crucial preventative tool. It forms part of a range of measures introduced to make health and social care organisations safer places to work.

It is not sufficient to react to incidents after they occur; ways of reducing the risk of incidents occurring and preventing them from happening in the first place must be found.

Conflict Resolution in Health and Care - E-Learning Course - CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 1 hour
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Conflict Resolution in Health and Care training course will benefit all frontline health and social care workers whose work brings them into direct contact with members of the public, including:

- NHS medical, nursing, AHP and care staff.
- Locum doctors and nurses.
- Locum allied health professionals (AHPs),
- Agency nurses,
- Agency workers,
- Healthcare assistants,
- Support workers,
- Care assistants,
- Nursery staff, and
- Community services

Under current UK legislation, it is the employer's responsibility to ensure that these individuals and roles are risk-assessed about violence and aggression. All healthcare and social care professionals who are at risk of verbal or physical aggression must complete conflict resolution training.

Some staff may require further physical training, including disengagement, defence techniques, basic guiding and holding/restraint techniques for varying risk levels and situations.

Course aims

The aims and objectives of this online Conflict Resolution in Health and Care training course are to:

- Improving the learner's understanding of the causes of conflict in health and care settings,
- Provide the learner with a clear understanding of the legislation regarding conflict resolution, and
- Explain the main models for conflict resolution.

Learning outcomes

The learning aims and associated outcomes are based on de-escalation techniques. The aims address the way one communicates, patterns of behaviour, recognition of warning signs, impact factors and preventative strategies. At the end of this online Conflict Resolution in Health and Care training course, learners should be able to:

- Explain the role of the Security Management Director and Local Security Management Specialist or their equivalent,
- Describe the common causes of conflict and identify the different stages of a conflict,
- Learn from their own experience of conflict situations to develop strategies to reduce the opportunity for conflict in the future,
- Describe two forms of communication,
- Indicate the level of emphasis that can be placed on verbal and non-verbal communication during a conflict situation,
- Understand the impact that cultural differences may have about communication,
- Identify the causes of communication break down and the importance of creating conditions for communication to succeed,
- Utilise three communication models that would assist in dealing with different levels of conflict,
- Recognise the behavioural pattern of individuals during a conflict,
- Recognise the warning and danger signals displayed by individuals during a conflict situation including the signs that may indicate the possibility of physical attack,
- Identify the procedural and environmental factors affecting conflict situations and recognise their importance in decision making,
- Understand the importance of keeping a safe distance in conflict situations,
- Summarise the methods and actions appropriate for particular conflict situations bearing in mind that no two cases are same,
- Explain the use of 'reasonable force' as described in law and its limitations and requirements,
- Identify the range of support, both short and long-term, available to those affected by a violent incident, and
- Understand the need to provide support to those directly affected by violent conflict and the broader organisational benefits of this.

Course content

This online Chaperone for Health and Social Care training course covers the following:

- Understanding why conflict resolution is essential,
- Understanding the role of NHS Protect concerning conflict resolution,
- NHS security management roles and responsibilities
- Common causes of conflict in healthcare and social care settings,
- The importance of effective communication in resolving conflict,
- Understanding how to utilise our body language to avoid contact effectively,
- Knowing how communicating our feelings and attitudes can help to manage conflict effectively,
- Knowing how to avoid communication breakdown,
- Understanding how cultural differences can contribute to conflict,
- An introduction to effective communication models for conflict resolution:
 - LEAPS communication models,
 - PALMS Communication models,
 - Five-step appeal communication model.
- The attitude and behavioural cycle,
- Understanding the main patterns of behaviour about conflict,
- Awareness of the warning signs and danger signs,
- Knowledge of the basics of de-escalating conflict,
- Understanding of the importance of maintaining personal safety when de-escalating conflict,
- Understanding the impact factors for lone workers,
- How to do dynamic risk assessments for lone workers, and
- Awareness of the importance of personal space.

Why is this online Conflict Resolution in Health and Care training course essential?

It is crucial that employing organisations deliver the appropriate level of conflict resolution training to meet the needs of staff at their organisation. For example, the clinical and environmental factors affecting conflict for ambulance services or mental health services will be different from those experienced within the in-patient setting.

Even within each type of health organisations, there may be different factors coming into play such as location, demographics and geography. Therefore, in addition to delivering the core learning outcomes organisations will need to make a risk assessment of the CRT needs of their staff. In some cases, this may result in training with additional learning outcomes to meet and mitigate the identified risks.

CRT provides staff with necessary de-escalation, communication and calming skills to help them prevent and manage violent situations. However, there are some incidents which may involve challenging behaviour that is clinically related, one common characteristic is where the individual involved in the event may have some degree of cognitive impairment, and their communication may be temporarily or permanently impaired.

NHS organisations and providers of NHS services may, therefore, choose to include clinically related challenging behaviour awareness as part of a combined course with CRT or incorporate it as part of other training initiatives, such as those addressing staff training needs around dementia.

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HOW IT WORKS?

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

ASSESSMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses meet the latest guidance and best practice recommendations.

Aligned to the UK Core Skills Training Framework (CSTF)

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WHY CHOOSE US?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

Online Training and Development for the Public Sector



“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses, programmes and qualifications in the following categories:

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development