



**Training & Assessment
in Healthcare Ltd**

Training and Professional Development

Conflict Resolution

This course aims to offer support and guidance to staff who may be working in difficult situations where conflict is a real problem or issue.

This may be in lone working situations or when working within a team

COURSE OBJECTIVES

- To understand the importance of effective communication skills, inc. body language
- To gain an awareness of the 'dynamics within conflict' and how to manage ourselves
- To gain conflict resolution strategies and techniques including de-escalation techniques
- To map these skills to the particular service provision and the needs of the individuals within the potential conflict situations
- To understand the roles and responsibilities regarding professional boundaries, presentation, confidentiality, risk assessing and maintaining safety
- To gain an awareness of the ongoing need for self-reflection and self-development

Course Notes

- This course will involve group work and discussions
- Please contact the trainer in advance if there are particular areas of concern or any conflict in the team that they should be aware of to maintain emotional safety for all the participants

COURSE INFORMATION

Duration:	Half day
Who should attend:	Nurses, All Care/Support Workers, Managers/Seniors/CHAPS
Certification:	Certificate of Attendance
Travel Charge:	Dependent on Location

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