

CONFLICT RESOLUTION

COURSE OUTLINE

This course has been designed to enable delegates to acquire a general awareness of conflict situations that they may encounter at work and to give them knowledge of different methods that can help resolve such conflicts. The course is delivered in line with the NHS Syllabus and is aimed at learners either as an update or for those who have never attended the training previously. A variety of teaching methods will be used including group work, discussion, theoretical and case studies/scenarios.

LEARNING OUTCOMES

By the end of this course, delegates will be able to:

- Describe common causes of conflict
- Describe the two forms of communication
- Give examples of how communication can break down
- Give examples of communication models that can assist in conflict resolution
- Describe patterns of behaviour they may encounter during different interactions
- Give examples of the different warning and danger signs
- Give examples of impact factors
- Describe the use of distance when dealing with conflict
- Explain the use of 'reasonable force' as it applies to conflict resolution
- Describe different methods for dealing with possible conflict situations.