



NHS Conflict Management

“As you may be aware, violence in the workplace is on the increase. It is estimated that on an annual basis within the NHS alone, there are some 95,000 violent incidents”

Anderson Consultancy Training is one of McCormack Training Services Instructors who has been working closely with Healthcare Providers, NHS Trusts and Local PCTs to design a number of workshops and training courses to enhance the skills and build the confidence of their staff working and dealing with violence in the workplace.

We have found that the most popular of these courses deal with conflict resolution and, as a member of the Institute of Conflict Management, supporters of the National Standards laid down by Counter Fraud and Security Management Services, we recommend that NHS frontline health-care professionals attend conflict resolution training.

Courses can be tailored to meet your needs to cause the minimum disruption to your service, can be held at your own site or one of our venues and can accommodate from 6 to 12 people.

Aims of the Conflict Resolution Training:

- **Describe different forms of communication**
- **Describe different methods for dealing with possible conflict situations**
- **Describe patterns of behaviour they may encounter during different interactions**
- **Describe the common causes of conflict**
- **Explain the use of “reasonable force” as it applies to conflict resolution**
- **Explain the warning and danger signs**
- **Give examples of communication breakdown**
- **Give examples of distance when dealing with conflict**
- **Personal safety awareness**
- **Use of breakaway techniques**