

## Train the Trainer - Conflict Resolution Training (NHS) – 2 days

### Aim.

To support the Trust in providing a Train the Trainer course in Conflict Resolution (NHS). The training will enable the delegates to deliver a complete Conflict Resolution (NHS) training course and fulfil the ten Conflict Resolution training outcomes.

### Outcomes.

- Participants to qualify as Blue Concept Conflict Resolution Trainer (NHS).
- Gain the skills to deliver Conflict Resolution training (NHS) course.
- Understand the underpinning drivers of conflict.
- Deliver a range of de-escalation tools.
- Provide personal safety guidance.
- Provide lone worker safety guidance.
- Fulfil the 10 NHS Course outcomes.

This train the trainer course assumes no prior knowledge of Conflict resolution training.

### Training.

The Blue Concept training model promotes engaging training. The end-user training course will be interactive and should equip delegates with the skills to achieve positive outcomes when managing conflict, aggression, and violence. It also includes aspects of personal safety and lone worker best practice.

### Training course framework.

The train the trainer course will begin with a simulated course to provide context for the underpinning theory and presentation. The course will then be broken down into delivery modules with the aim to understand both the theory and the 'behind the scenes' purpose of the course content.

### Setting the scene for positive outcomes.

The course will detail how to set up the course introduction to reduce learning resistance and to frame the learning style. This empowers the learners and encourages critical thinking.

### De-escalation skills to be included with training methodology.

- Course structure and content.
- How to delineate the de-escalation process.
- Engage reflection process to improve practice.
- Tools:  
normalise, agreement, deferring, drivers, acknowledgement, plan, diversion and practical solutions.
- Understand the axis of 'control'.
- Conflict cycle.
- Understand the signs of escalation.
- Examples of clinically challenging behaviour.
- Healthcare impactors: physical/psychological/environmental
- Practical examples when use of reasonable force maybe necessary.
- Understand the underpinning law on Use of Force.
- Technique to remain calm during a crisis.
- The use of physical stance.
- Communication barriers.
- The legal use of force.
- Lone worker safety.
- Lone worker trail.
- Guidance on lone visits.
- Use of vehicles.

### 10 NHS Outcomes

1. Describe 6 common causes of conflict.
2. Reducing the risk of conflict including the reflection of previous experiences.
3. Describe 2 forms of 'Communication'.
4. Identify how communication can breakdown.
5. Behavioural patterns of individuals during conflict including the recognition of Warning and Danger signs.
6. Describe 3 communication models.
7. Identify impact factors and procedures that may affect conflict situations.
8. Describe the physical stance and safe positioning when dealing with conflict.
9. Describe the reporting procedure for conflictive incidents and how reporting will provide opportunity to support and benefit victims of violence in the working environment.
10. The appropriate use of "reasonable force".

### Practice and assessment

Delegates will have the opportunity to practice delivering the various modules and will be assessed at the end of the course. The assessment will include course delivery and theory.

### Resources

The resources to be provided include lesson plans, presentations, course resource, underpinning theory, practical application tools, reflection activities, understanding of the conflict cycle, de-escalation model, communication models, exercises, and group work.