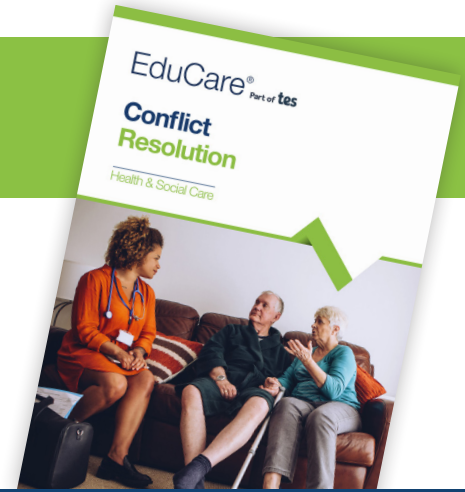


Conflict Resolution in Health and Social Care

Staff working in health and social care can sometimes experience conflict situations involving patients, relatives or members of the public. This course will help you to feel well-equipped to resolve and prevent conflict, and offers practical suggestions to reduce your exposure to the risk of physical violence.



Course details

- One module with a multiple-choice questionnaire
- Two CPD credits*
- Optional narration of the course module and questionnaire for accessibility
- Personalised downloadable certificate
- 70% pass mark
- Printable module for future reference

*1 CPD credit equals up to 1 hour of learning

Course content

The purpose of the course is to develop your knowledge of:

- who is responsible for security and the designated responsibilities of specific roles
- what causes conflict and the factors that may influence an individual's behaviour
- the Assault Cycle model, which explains the five stages of conflict and the most appropriate type of intervention
- how good communication skills can help to de-escalate difficult situations, including models of communication - LEAPS, Open PALMS and the 5-Step Appeal
- procedural and environmental factors that can affect the likelihood of conflict
- warning signals and danger signs of a possible attack
- different methods and actions for handling conflict situations, such as the 'reactionary gap' and the 'fight or flight' response
- what 'reasonable force' means in law
- how to support those who have experienced a violent incident.

This course is suitable for

all staff working with patients or service users in a health and social care setting.

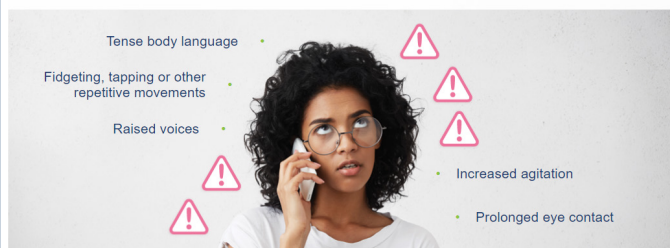
Choose your character

This course is for all staff working with patients or service users in health and social care. Choose your character below then click the Next button to continue. Look out for your character throughout the course.



Warning signs and danger signals

There are visible warning signs when people become increasingly upset or angry. Look out for these indicators to give you advance warning of potential danger so that you can keep yourself and others safe.



Click the icons above for examples of warning signs and danger signals.



1 2 3 4 5 6 7 8 9 10

Q5

Select the answer that you think is correct and then click the forward arrow to continue.



What is the final step of the 5-step appeal process?

- ☐ **Action** – the action needed to resolve the situation, such as calling a Security Officer
- ☐ **Personal appeal** – aimed personally and directly at the individual, such as "Please sit down, otherwise it may take you a while to get seen"
- ☐ **Final appeal** – describing the consequences of non-compliance, such as "If you don't sit down, I will have to call a Security Officer"



Key features

- Visually engaging and highly interactive
- Character-based scenarios throughout the module
- Answer explanations for those who achieve the pass mark

Purchase options

1. Available as a standalone course on the EduCare website.
2. Buy as part of one of our multi-course licences. For further information, please call 01926 436212 to discuss purchase options and licences.



Why choose us?



“

I like the modular delivery of the courses and the fact that I can access management reports so that I know which people have undertaken the learning and exactly how they got on with it. It can also highlight any gaps in people's knowledge that we can remedy if necessary.

”

Noleen Brown, Nurse Teacher
Portland Hospital for Women and Children

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