

# Conflict Resolution Training

- I. Ambulance Community Responders
- II. Ambulance Operational Staff



## 1. Blended Course Structure – Approx 4 hours

2.5 hrs E -LEARNING THEORY COURSE 60%	1.5 hrs CLASSROOM PRACTICAL 40%
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## 2. Course Compliance – NHS Counter Fraud & Security Management Service

This Conflict Resolution course complies with all the prescribed learning outcomes of the NHS CFSMS as outlined below:

CFSMS LEARNING OUTCOME 1	Assess and reduce the risk of violence in the work environment	✓
CFSMS LEARNING OUTCOME 2:	Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation	✓
CFSMS LEARNING OUTCOME 3	Identify post – incident support and understanding the need for reporting	✓
CFSMS LEARNING OUTCOME 4	Disengagement skills	✓

## 3. Course Synopsis and Core Theme –“keeping myself safe”

This course is designed to equip ambulance staff with the skills, knowledge and experience to manage conflict situations so that they can keep themselves safe at all times. The course meets the NHS requirement that all front line staff complete such training which must be renewed on a three-yearly basis.

Four key tools are used throughout the course that, when used together, will help ambulance staff to avoid becoming victims of violence. The four key tools are:

1. *The Anger Escalation Ladder*
2. *Continuous Dynamic Risk Assessment*
3. *The Right Attitude*
4. *Conflict Resolution Management*

The course enables ambulance staff to learn how to apply these tools so that they can monitor any situation continuously, judge the level of danger and take appropriate action to keep them safe.

## 4. Course Educational Level

The course has been designed to Level 2 of the National Qualifications Framework and to Blooms level 3 – “Application of knowledge”. It tests use or application of knowledge, putting theory into practice, using knowledge in response to real circumstances.



## 4. Course Modules

Course Modules	Blended Delivery	Topics
Module 1:	E -Learning	Customer Service and Attitudes
Module 2:	E -Learning	Causes and Definitions of Violence
Module 3:	E -Learning	Assertive, Aggressive and Submissive Behavior
Module 4:	E -Learning	Fight or Flight and Communication
Module 5:	E -Learning	Dynamic Risk Assessment
Module 6:	E -Learning	Law of self-defence and reasonable force
Module 7:	E -Learning	Conflict resolution models
Module 9:	E -Learning	Lone working
Module 10	CLASSROOM	Disengagement skills and self protection.

# Conflict Resolution

for the Ambulance Services 2011

## KEY FEATURES

1. Course duration 4 hrs ( 2.5 hrs e- course + 1.5 hrs class)
2. Supported by CFSMS, HSE, Care Quality Commission
3. National Qualifications Framework educational level 2
4. Blooms Level 3 – Application of Knowledge
5. Learners are automatically bookmarked on exit
6. Learners are assessed in all modules to CFSMS outcomes
7. Performance of learners, courses, departments and assessments are all automatically tracked and reported
8. Every module has 10 assessment questions – 5 questions are randomly selected for the learner. The Pass Rate is 80% in all modules
9. Learner motivation/ feedback is automatically collected
10. Learner certification at course completion is automatic

## Course Core Theme: KEEPING MYSELF SAFE



## Module 1: Customer Service and Attitudes

### Synopsis

This module explores the role of good customer service in helping to avoid or resolve conflict situations.

### Learning objectives

Enable learners to:

- Differentiate between an internal and external customer
- Identify features of good customer service
- Identify benefits of providing good customer service
- Identify actions required to provide good customer service
- Identify how attitude affects behaviour

## Module 2: Causes and Definitions of Violence

### Synopsis

This module examines what constitutes violent behaviour and how ambulance staff can recognise the signals that mean that a person or situation is likely to become violent.

### Learning objectives

Enable learners to recognise the characteristics of:

- A person that make an act of violence more or less likely
- A workplace that make an act of violence more or less likely
- An interaction between an ambulance person and another that make an act of violence more or less likely

## Module 3: Assertive, Aggressive and Submissive Behaviour

### Synopsis

Enables learners to explore the differences between assertive, aggressive and submissive behaviours and to practice the use of assertive behaviours in conflict resolution.

### Learning objectives

Enable learners to:

- Introduction to definitions
- Correctly identify when assertive, aggressive and submissive behaviour is being used
- Advantages and disadvantages of each behaviour

## Module 4: Fight or Flight and Communication

### Synopsis

The module examines the cause and effects of fight/flight responses, how to recognise the signs of stress and aggression & how to respond appropriately.

### Learning objectives

Enable learners to:

- State the effects of stress on a person
- Identify personal space, importance of distance between people in interacting safely
- Recognise the signs that indicate that physical violence is imminent.

## Module 5: Dynamic Risk Assessment

### Synopsis

Introduces learners to the POP (People - Object - Place) model of Dynamic Personal Risk Assessment and its role in maximising safety in any situation by helping ambulance staff to remain alert to potential changes to risk levels at all times.

### Learning objectives

Enable learners to:

- Identify the level of risk in a situation by applying the P.O.P. (Person, object, place) risk assessment model

## Module 6: Law of self-defence & reasonable force

### Synopsis

This module explores the concept of self-defence and when it is appropriate to act in self-defence.

### Learning objectives

Enable learners to:

- Correctly identify important points of law in respect of self defence
- Explain the effect of Section 3[1] Criminal Law Act 1967
- Identify what counts as reasonable force in a variety of different circumstances

## Module 7: Conflict Resolution Models

### Synopsis

This module shows learners how to apply one particular model of conflict resolution – the Confrontation Management Model – and how this can be used to achieve ‘win/win’ outcomes.

### Learning objectives

Enable learners to:

- Correctly identify the correct behaviours to apply effectively the Confrontation Management Model

## Module 8: Post Incident Reporting

### Synopsis

In this module learners are made aware of the key role that the workplace plays in people’s lives and, therefore, how important it is to know how to deal with incidents in the workplace.

### Learning objectives

Enable learners to:

- Identify responsibilities of an employer and of an employee HS Regs 1974
- As above under Management of Health & Safety at Work Regs 1999
- Recognise the classes of incidents that must be reported under RIDDOR

## Module 9: Lone working

### Synopsis

This module examines how ‘lone workers’ can enhance their personal safety by taking simple and practical steps.

### Learning objectives

Enable learners to:

- Identify situations that could present additional risks to lone workers
- Identify the correct action if a situation is judged to be unsafe to attend
- Identify actions a lone worker can take in preparation to enhance his/her safety
- Identify precautions a lone worker can take to enhance safety at an incident

## Module 10 Disengagement skills and self protection.

### Synopsis: CLASSROOM

The module re-assesses knowledge learned in the e course & instructs on basic physical releases.

### Learning Objectives

The learner will be able to demonstrate release from:

- 1.Wrist grab(one hand, two hands)
- Grabbed clothing & Hair grab
- Front and rear stranglehold
- Release pinned colleague
- Protect against blows to head and trunk

Delivered in accordance with the I.C.M. code practice