

Conflict resolution refresher training

Implementing refresher training

- 1 This document sets out the minimum requirements established by the NHS Security Management Service (NHS SMS) for trusts to enable them to comply with the Secretary of State Directions to provide conflict resolution training (CRT) and refresher training to all frontline staff. The original document, *Implementing the National Syllabus* (SMS/VAS/01/04), in paragraph 3.4, stated that guidance for refresher training would be provided at a later stage. Now that the national syllabus has been running for three years, the NHS SMS has been able to undertake a process of evaluation and from that has determined the following.
- 2 The refresher training is aimed at consolidating current understanding of conflict resolution whilst also exploring new concepts and increasing knowledge. It is intended that the refresher training will provide a mixture of new and revised material rather than purely providing a condensed version of the original National Syllabus.
- 3 The aim of this training is:
 - To refresh and consolidate the delegates prior learning and experience regarding conflict resolution
 - To give delegates the opportunity to explore additional knowledge and skills that could assist them during a conflict situation
- 4 At the end of the training, course participants will:
 - Have examined their current level of knowledge regarding conflict resolution by way of a self-assessment test
 - Have re-visited impact factors and warning and danger signs using a work based case study
 - Have explored the tools available to them that can assist in the resolution of a conflict
 - Have experienced the impact of physical stance and positioning on their personal safety during an incident
 - Be able to recognise and understand the stages of a conflict as it may occur

- 5 Refresher training should be offered to all frontline staff as a minimum by the end of the third year following their initial attendance on a conflict resolution National Syllabus training course, and thereafter on a three-yearly cycle.
- 6 In order to make the training effective, it is recommended that the five objectives should be developed into a course that is a minimum duration of half a day, in the region of three and a half hours.
- 7 Current providers of the NHS conflict resolution syllabus, whether in-house trainers or external private training providers, will be able to devise their own training to meet the refresher training syllabus, provided they have attended a CRT familiarisation seminar on the 10 objectives of the original course and have a certificate of attendance. Please note that the five objectives relate to de-escalation techniques and must not in any way be interpreted as physical interventions.
- 8 The initial familiarisation seminars are designed to inform those attending of the aims of the NHS SMS, its values and the range of measures it has introduced to protect staff and resources. As these remain the same, those who have attended a familiarisation seminar and who are currently involved in delivering conflict resolution should be able to devise their own suitable course material for refresher training without the need for further input. However, the CRT project team will provide advice on this guidance at conflictresolution@cfsms.nhs.uk or by telephone on 02476 245514.
- 9 In line with the requirements for conflict resolution training, all participants attending the refresher training should receive written recognition of their attendance. All health bodies should also maintain a record of staff who receive this training.
- 10 The refresher training should be evaluated by all health bodies to ensure that the training is effective and covers the five objectives. The evaluation records should be kept and made available for inspection.