



**PERSONALISED CARE  
TRAINING ACADEMY**

Provided by Pathways CIC

# CONFLICT MANAGEMENT FOR FRONTLINE WORKERS

## PERSONALISED CARE IN PRACTICE

### HALF DAY PROGRAMME

Unfortunately, conflicts are bound to arise within healthcare settings, varying in intensity from person to person. This is mainly due to the heightened emotions that individuals experience in this vulnerable and anxiety-inducing environment. Fear and anxiety often transform into aggression, making it crucial to possess a toolbox of positive confrontation techniques. The ability to communicate successfully is among the most sought-after skills in the workplace as well-managed conflict can bring about positive change.

Created and developed by our team of training experts at the Personalised Care Training Academy, this course aims to equip you with techniques, to provide a level of reassurance for when you inevitably face challenging scenarios. The course will explore what constitutes conflict, recognise its common triggers, and gain invaluable insights into de-escalation techniques to handle conflict.

Our half-day, virtual sessions will ensure that you emerge more confident and competent in managing challenging situations.

While this session offers insights for everyone, it's tailored especially for healthcare professionals.



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## Delivery Methods

✓ Sessions are currently delivered online via Microsoft Teams however delivery face to face at your choice of venue are also available to suit demand

## Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, and skills practice
- ✓ View presenter slides and fellow participant screens at the same time



## COURSE CONTENTS

**What is conflict?**

**How to recognise common causes of conflict**

**It's not personal**

**Positive confrontation techniques and strategies to handle conflict**

**De-escalation**

## ABOUT US

The Personalised Care Training Academy is part of Pathways CIC, an award winning, forward thinking, innovative Social Enterprise operating since 2006.

Pathways CIC delivers a range of pioneering health, work and wellbeing programmes designed to create sustainable change for individuals and for local communities, with a focus on enabling people to live happier and healthier lives.

Pathways CIC has direct experience of recruiting, training and hosting staff under the NHS Additional Role Reimbursement Scheme (ARRS) and has staff supporting behaviour change through health coaching techniques on a wide variety of public sector contracts. This experience has informed the development of each of our training programmes.

Pathways CIC is an ISO 9001 accredited organisation, therefore the PCTA seeks to continuously improve and gain feedback relating to each training module from participants to facilitate the continuous improvement of the training programme. Regular reviews will be undertaken to review the impact and effectiveness of our training programmes.

## RESERVING A PLACE

To reserve a place on any of our training programmes please click on the links on our relevant website course page which will divert you to our Eventbrite booking page.

If you'd like further information or are interested in commissioning a tailored programme please contact us using the details below:



**0161 974 73 73**



**[info@Personalisedcaretrainingacademy.co.uk](mailto:info@Personalisedcaretrainingacademy.co.uk)**



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**[@PCTAcademy](https://twitter.com/PCTAcademy)**

The logo for the Personalised Care Training Academy, featuring a circular arrangement of stylized human figures in various shades of blue and teal, with their arms raised in a circle.

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