

Conflict Resolution in the NHS

As directed by the Counter Fraud & Security Management Service (CFSMS)
for all front line NHS staff

This one-day workshop will enable delegates will:

1. Learn about different communication styles and how those can sometimes lead to misunderstandings in the workplace.
2. Focus on how to change un-useful habits of communication.
3. Readily change themselves to address the many different people that they come into contact with.
4. Practice some new ways of dealing with potential anxieties, pressures and conflicts in the course of their work.

Course content:

- Exploring conflict - "What are the causes of conflict?"
- Communication and influencing to address and defuse potential conflicts.
- Identifying the non-verbal cues that alert people to take avoiding action.
- Working with the principles of effective communication.
- The communication behind the communication – understanding what makes people react to certain challenges.
- Cultural differences and the part that this plays in misunderstandings.
- Personality and behaviour, how people repeat un-useful patterns that cause conflict that fail to address difficulties.
- Breakdown in communication – how does it happen and how can it be avoided?
- Taking the 'other' perspective to think strategically and respond with understanding and empathy.

Responding to potential conflict situations by using specific communication models to deter or defuse persistent problems.

Workshop Presentation

Workshops are predominantly interactive, informal and fun. Delegates will have the opportunity to express the challenges that they face in their particular context. Input on approaches and solutions to those challenges will be encouraged from peers and colleagues.

Trainer-training also available with INPLTA (International NLP Trainers Association) qualified NLP Practitioners, Master Practitioners and Trainers.

One day course, typically 0930 – 1630

Morning and afternoon breaks will be provided with a 45-minute lunch break.

