

Solutions

TRAINING & ADVISORY LTD

Conflict Resolution E-Learning Course

“Conflict Resolution” developed exclusively for the Emergency Services

This is the only online CRT course designed specifically for the emergency services sector. Thousands of responders have successfully completed this course



This course was designed to equip its learners with the skills, knowledge, and experience to avoid, manage or resolve conflict situations, lowering risk and mitigation

Originally developed with South Western Ambulance Trust in 2010 has been updated for 2021 practice.

Solutions provide regular reports on learner progress which allows you to assess the effectiveness of the course and the progression of your learners.

We gather learner feedback for every completed course, requesting ratings across 16 dimensions on the effectiveness of the course, 92% have rated the course as good or above!

Four key tools were adopted 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 keep safe.

The course is packed full of bespoke film clips for staff to assess the risks to themselves, these are highly interactive tasks, and animations, which have been developed by world-class educators with vast operational ambulance experience in dealing with conflict. The content includes case studies where paramedics have been taken to court due to poor risk assessments resulting in the deaths of patients and teaches its learner how to avoid such situations through conducting correct dynamic risk assessments.

Managing Risk by Developing People!

Visit our website to view further details on this course or to view our other industry-specific courses:

www.solutionstraining.co.uk

Call us on 0775 164 5724 or email us at enquiries@solutionstraining.co.uk

The annual license gives value for money!

Our online course is unique as the learner can either take the full course with assessments or just the assessments depending on their existing levels of knowledge and experience.



After your learners have successfully completed the initial course, they have the option to re-visit at any point throughout the annual license to demonstrate maintenance of knowledge which gives you reassurance that your staff are consistently following the standards expected within their roles.

Completing learning online if designed correctly is as effective and in some cases more effective than classroom training. It offers the learner the opportunity to complete the learning at a time, place, and pace to suit themselves

Course modules include:

- *Customer Service and Attitudes*
- *Causes and Definitions of Violence*
- *Behavior*
- *Fight or Flight and Communication*
- *Dynamic Risk Assessment*
- *Law of Self-Defence and reasonable force*
- *Conflict Resolution Models*
- *Lone Working*

Click here to access a free demo of the course:

[FREE DEMO](#)

Why Solutions Training?

- *Our training team have worked in high-risk occupations such as the police and ambulance sectors and have professional qualifications in conflict resolution / personal safety as well as training / teaching*
- *The team have trained thousands of staff and have evidence that they reduce risks (refer to case studies on our website)*
- *Excellent support package – 365 days a year*
- *This course can be run on a PC, Laptop, Tablet or Smart Phone*
- *Our course materials are praised as being of market-leading quality to ensure people retain and use the information they learn*



Feedback from Professor Andy Newton QAM, FCPara, PhD

“This CRT package is far superior to the generic on-line conflict resolution that appears with monotonous regularity on statutory and mandatory training schedules. It has clearly been calibrated for the Paramedic and ambulance staff community and generally does a good job of breaking down a complex subject. The course helpfully requires staff to carefully consider their attitudes towards such risks and includes some immensely helpful thought-provoking filmed scenarios to assess. It is educationally robust”

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