

## Solutions Training & Advisory Ltd

### Market Leaders in the delivery of Conflict Resolution, Disengagement/Holding Skills Training to the Emergency Services!

Violence against ambulance staff in the United Kingdom has reached a record high. It is more important than ever to arm the ambulance community with proven skills and techniques to avoid, resolve or control a conflict situation.

Solutions Training provide effective training solutions proven to minimise the risk of compromising responders' safety when attending callouts.

We have been a key training partner for many private and public ambulance services, and universities throughout the UK for over 30 years providing tailored training programmes including:

- **Classroom-based Conflict Resolution training, with the option of including disengagement/holding skills & techniques**
- **Blended Learning, whereby the theoretical skills are learned online with the option for your staff to meet with a trainer to learn the disengagement/holding skills**

Depending on your requirement, we can offer the following awards which are on the Regulated Qualifications Framework:

- **Level 2 - Conflict Management**
- **Level 3 - Delivery of Conflict Management Training (Train the Trainer)**

**“Managing Risk By Developing People.”**

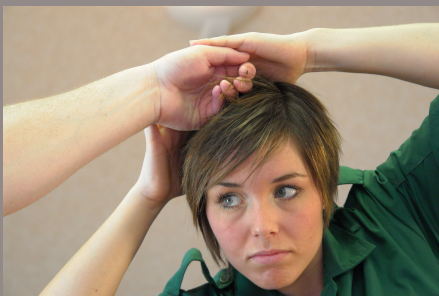
## Why are we different?

We offer a consultative approach to our customers, we recognise that off the shelf generic training just doesn't suffice for this topic or its audience. Our solutions and delivery are tailored to suit you, your budget, your team and the real life challenges they face within their roles.

## Our Solutions

### Train the Trainer

Our train the trainer programme enables your trainers to compliantly and confidently redeliver training sessions to your staff. On completion of this course, trainers are given 12 months access to our unique training materials, including presentation materials, trainee workbooks (digital or hard copy), trainer handbooks and lesson plans. Both your trainers and the staff they train will have access to our filmed scenarios of disengagement/holding techniques.



## Our team

Our team of course designers and trainers are from high level positions within the emergency services. They have developed our programmes based on the challenges and experiences they have faced within their roles and their passion to improve personal safety and reduce risk.

### Blending Learning

Staff can learn all required skills on Conflict Resolution by completing our unique online course. Subject to requirements this course can be combined with classroom training on disengagement skills/holding techniques to provide a full training solution.

### 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”**

## Our track record of success



**Reduced a training cost by £350,000 in 1 year**

We saved a customer in the Ambulance sector £350,000 in one year by implementing e-learning as part of their training strategy



**Reduced absenteeism by 84%**

Our conflict resolution training significantly reduced absenteeism for a rail customer of Solutions (367 lost days to 52 in 1 year). We also have a case study from an ambulance trust showing that using this model significantly reduced their reportable incidents



**Reduced absenteeism & reported incidents by 35%**

Our sector-specific moving and handling training helped to reduce our Ambulance Service customers' level of absenteeism and reported manual handling incidents by 38% in one year