

Conflict Resolution Train the Trainer Programme



Reduced absenteeism by 84%

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

Conflict Resolution Train the Trainer Programmes:

1. **Open Train the Trainer Course** - Delegates attend a 3 day CRT TTT open course (Nationwide courses, open to varied organisations) at £1295.
2. **Internal Train the Trainer Course** - The organisation to host an internal 3 day CRT TTT course at their site, accommodating up to 10 delegates - £4995.

Upon completion of the course, trainers take away the training materials to deliver CRT training in the classroom plus have access to the film clips for disengagement/holding skills for 100 staff members. They will also receive the QNUK Level 3 Award in the Delivery of Conflict Management Training which is on the regulated qualifications framework

NOTE: There is the option to purchase additional licences to access our disengagement film clips at a small cost.

Overview of Train the Trainer Strategy:

We train your internal trainers, either at your site or by you sending your delegates to one of our Nationwide open CRT Train the Trainer courses.

They would attend a three-day course to be educated on how to redeliver a one-day CRT training programme in the classroom to other learners.

They will be qualified to a level that complies with the FutureQuals award unit 40 Conflict Resolution for the Level 4 Associate Ambulance Practitioner Award.

On completion of the training, they will have access to our industry-leading training materials to enable them to effectively redeliver a one-day programme to their staff.

The course content and materials are 100% focused on the ambulance sector and are packed full of film clips for staff to risk assess.

The materials will include:

- Training presentation materials and lesson plans for the delivery of the theory. Described by a trainer in 2021 as “amazing” as they include filmed scenarios, on-screen activities and workbook exercises, and reference materials
- Trainee workbooks that can be printed off at will
- 100 free licences for 18 months to our bespoke film clips that show how to apply the non-pain compliant disengagement/holding skills based on Aikido principles. Our videos have been developed and directed by Police and Ambulance professionals to be used as a supporting aid for trainers and trainees that have attended conflict resolution training courses. Each video is designed to show the physical technique along with guidance on how to execute a safe breakaway for each scenario

Professional qualification:

The trainers will receive the QNUK Level 3 Award in the Delivery of Conflict Management Training which is on the Regulated Qualifications Framework

Course costs:

The fee for our open train the trainer programme is £1,295 per delegate to attend.

The fee for you to host an internal course, accommodating up to 10 delegates is - £4,995

*Trainers should attend a refresher training course after 18 months to maintain their qualifications. This course is required to revalidate their disengagement skills. If this refresher training is conducted through Solutions, we extend access to all our training material for an additional 18 months.

NOTE: Many of our customers also purchase our online Conflict Resolution course to adopt as part of their internal training strategy. This course was designed to educate its learners on all of the theory of conflict resolution. By staff completing this prior to meeting with your internal trainers, means that you reduce the need for classroom-based training - saving time and realising significant cost savings.

Course costs:

£14.95 per learner to access our online CRT course

Online Course Details:

Solutions Training has developed the most comprehensive and industry-specific online conflict resolution training course. Offering this to your learners as part of your training strategy reduces the level of contact training required, and by learning all the theory of the training subject online, it reduces the classroom-based training time by six hours, saving money for our customers.

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.

Feedback from Professor Andy Newton

QAM, FCPara, PhD

"This CRT package is far superior to the generic online 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"

Click this link to view a demo of our ambulance-specific online CRT course:

[CRT Online Demo](#)

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