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Trainer Information

Richard is an experienced senior manager within the NHS having joined the sector in 2006 from the military where he became head of NHS Fraud Investigation prior to moving on to working for NHS England at the Strategic Clinical Network as well as delivering conflict management and intervention strategies to a number of NHS trusts in the North West of England. He has since taken up senior roles in primary care across England and Wales which have included positions as primary care business/program manager. His passion however is in delivering primary care development having been an integral provider of the GP Forward View roll-out across the UK prior to taking up his most recent position as a Primary Care Business Manager in North Wales.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 14 days from date of invoice.

Managing Conflict with Effective Intervention

Date: 16th September 2021
Times: 1330 - 1630
Venue: Microsoft Teams Online Platform
Places available: 12

Fee/s:	NfP Members	£55
	Non Members	£100

This workshop is suitable for: All primary care staff, clinical and non-clinical

Introduction

Do you, or your colleagues know how the law protects you when you are at most risk of violence? This workshop will provide to key staff a firm understanding in the management of conflict within the workplace and the strategies that are required to be undertaken by an employer to safeguard their staff from abuse, threat and/or violence. Additionally, the workshop will provide opportunity to learn simple breakaway techniques that will be so valuable to staff at a time when they are most requiring an understanding of how to deal with threat, and ways to deescalate, manage and effectively report incidents.

Aims

- To provide staff and an employee of their lawful rights to protect themselves against violence or the threat of violence whilst providing basic knowledge on methods that will enable effective 'breakaway' from situations of potential harm.

Learning Outcomes

By the end of the workshop staff and employers alike will have:

- A firm understanding on how to manage conflict within the workplace by introducing effective strategies and having clear understanding of how the law protects staff or patients who are under threat of abuse or violence
- Gathered information that will enable staff to manage and deescalate situations of threat and or violence within the workplace by having the ability to recognise signs and triggers to escalating violent behaviour.
- Gained basic skills in the ability to 'breakaway' from situations of violence
- Become more confident in the management of threat, abuse or violence within the workplace.

Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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