

Dear Delegate

DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION TRAINING COURSE

Welcome to Difficult Encounters and Conflict Resolution training course. We hope you will find it enjoyable, thought provoking and useful.

This pack contains the following:

- **Course Agenda and Aims and Objectives**
- **Worksheet**
- **Course notes**
- **Evaluation Form**

We value and appreciate individual delegate feedback and would be grateful if you could fill in the enclosed **training course evaluation form** at the end of the course.

We hope you enjoy the day.

Regards

(Add name and contact details)

DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION

AGENDA (TEMPLATE)

Registration and Introductions

Background to sketches

Customer care Sketch 1

Telephone encounter

A member of staff receives a phone call from an angry patient

Group analysis of communication breakdown

Coffee

Background to sketch 2

Customer care sketch 2

A face to face encounter.

The receptionist meets the angry patient. Group analysis of:

Verbal and non verbal communication, prejudice and risks

Summary

Evaluation and Finish

AIMS AND OBJECTIVES

- To have an opportunity to identify what skills are necessary for good communication both on the telephone and face to face
- To consider how to show care and compassion to service users
- To have discussed and understood what underpins aggressive behaviour through watching theatre sketches.
- To have developed your own defusing skills in relation to dealing with difficult encounters.
- To have considered how to make a risk assessment of your working environment.

DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION

WORKSHEET

1. *Sketch one*

Identify the **Communication errors**:

2. *Sketch Two*

Consider the **Verbal, Non verbal** communication, **Prejudice** and **Risk assessment**:

DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION

WORKSHEET (Continued)

3. Sketch 3 (For Hospital Staff Only)

How are both the nurse and the manager feeling?

How could the manager have dealt with the nurse more effectively?

DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION

COURSE NOTES

INTRODUCTIONS

Greet, introduce yourself, your role and where you work. (avoid abbreviations, lengthy job titles and jargon).

Take the customer's name.

ACTIVE LISTENING

Listen to the service user (You can gather a lot of information by letting a person tell their story).

Avoid interruptions.

Avoid jumping to conclusions or making hasty decisions.

Use verbal facilitative comments and noises ("I see, ahah").

Clarify (Repeating back to the customer to check that you have understood correctly)

Mini summaries.

BUILDING RAPPORT

Have a friendly, sensitive, helpful and polite attitude.

Be professional and confidential.

Where possible be well prepared.

Have a clear but flexible structure

Use open questions at the beginning of the encounter (such as 'how can I help you' 'can you tell me what you've been told so far').

Avoid multiple questions.

Make empathetic statements ("I can understand that must have been difficult")

Treat people fairly and without prejudice.

Appropriate humour.

Signposting and using transition statements (letting the person know that you have heard them and are now moving on to the next stage in the discussion).

DEFUSING SKILLS

Model calm behaviour (avoid mirroring aggressive or defensive behaviour.)

Apologise (Even if you think you are right you can still apologise for the situation "I am sorry that you have had this experience").

Empathise (Putting yourself in the service user's situation).

Empower(Providing information and options).

THE VIBRANT VOICE

Clear diction.

Warm voice.

Speak slowly but with energy.

Para-verbals (Be aware of the impact of tone and inflection).

CLOSING

Check if the service user has any questions.

Summarise (This shows that you have been listening and checks that you have the same understanding about the situation. Remember anxiety impairs memory).

FACE TO FACE COMMUNIACTION

Check that the setting is conducive to good communication (avoid sitting face to face or having objects that block eye contact).

Stand up and shake hands to welcome.

Invite the service user to sit down and direct them to the appropriate chair using gestures.

Check that the service user is comfortable.

Have open body posture.

Mirror body posture when appropriate.

Make good eye contact.

Use non verbal facilitations (nods etc).

Have good facial expressions.

Use smiles when appropriate.

Avoid blocking gestures (holding hand up to person's face).

COMMON COMMUNICATION ERRORS TO AVOID

Leaking any stress that you are feeling into the communication.

Be assertive not aggressive.

Try not to take things personally.

Do not use inappropriate language ie swearing and blasphemy.

Keep the message simple don't use company jargon.

Avoid sounding like you've said it all 1,000 times before.

Don't try to fix the problem before properly letting the service user express their frustrations and needs.

Don't let note taking limit communication.

Be realistic don't make false promises.

Don't 'pass the buck' take ownership of the situation and try to deal with it.

Don't collude with the problem criticising other members of staff or the company.

DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION

EVALUATION FORM

Your Name _____ Date _____

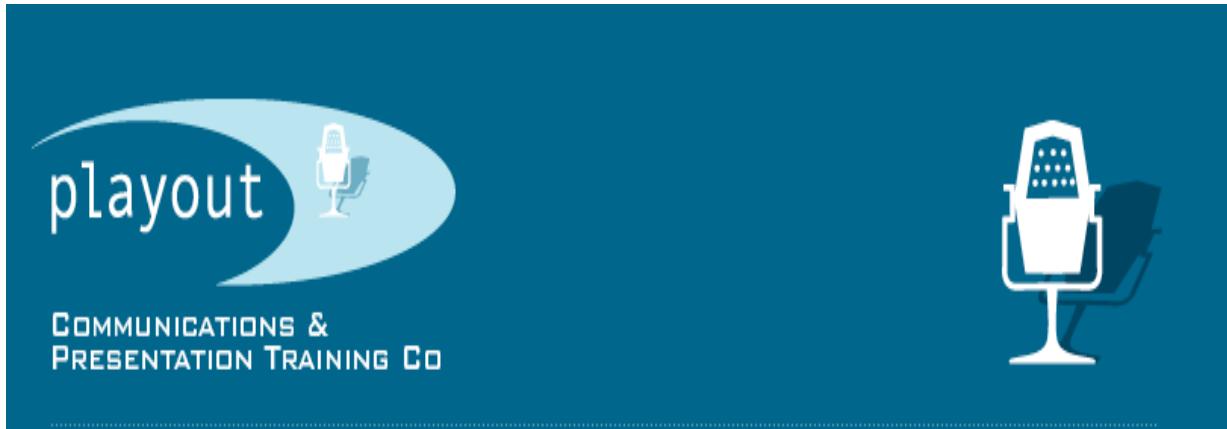
Job _____

Please circle the appropriate points on the rating scales:

	Poor	Satisfactory	Good	Very Good	Excellent
1. Content of Programme	1	2	3	4	5
2. Developed my understanding of good communication	1	2	3	4	5
3. Raised my awareness of risks	1	2	3	4	5
4. Opportunity for interaction	1	2	3	4	5
5. Presentation style	1	2	3	4	5
6. Venue	1	2	3	4	5
7. Organisational/coordination	1	2	3	4	5

What went well for you?	What could have been improved?

Please Complete and hand in to the Trainer



Certificate of Attendance

This is to certify that:

Attended:

*DIFFICULT ENCOUNTERS AND
CONFLICT RESOLUTION*

Training on:

Date: _____

Signed: