



DIFFICULT ENCOUNTERS AND CONFLICT RESOLUTION DVD OUTLINE

Difficult Encounters and Conflict Resolution training DVD is a Playout production. The DVD and training guide are easy to use by General Practice staff that wish to deliver training in Conflict Resolution and in positive communications. It helps Practices meet the Care Quality Commission's essential standards and looks at both the importance of respecting patients and staff safety. Professional actors perform short scenes of aggressive interactions in health care settings as a foundation for analysing how communication can break down. The DVD focuses on how to deal with challenging and potentially violent situations both on the phone and face to face in an entertaining and thought provoking way.

The scenes trace the journey of an anxious and agitated patient from a phone call with a defensive receptionist to a hostile face-to-face encounter in the surgery. The scenes highlight and aid discussion about issues necessary in Conflict Resolution training as stipulated by the NHS Counter Fraud and Security Management Service.

The sketches encourage staff to think about the psychological state and behavior of themselves and the service users. They help observers to develop an awareness of how to identify and prevent hostile situations and consider warning signs, de-escalation techniques and risk assessment. The DVD also highlights the difference between verbal, non-verbal and paralinguistic communication, active listening skills, the use of empathy and a positive approach to diversity.

Playout is a group of established professional actors, presenters and facilitators who have worked both on stage and television. They combine their professional backgrounds with training expertise to create DVD's. Becky Simpson and David Schaal who became pioneers of theatre based training twenty years ago direct Playout. Both have trained a wide variety of health professionals in Conflict Resolution and attended the National Syllabus familiarisation course on Conflict Resolution.

The DVD and handbook is created, written and acted by Becky and David. It is the intellectual copyright of Playout. You will be able to download supportive documents from our website that can be given to the delegates including worksheets and course notes. To order a DVD or find out more please do contact us on the details below. Playout can provide short courses on how to make best use of the DVD. This is the first of a number of DVD's covering different topics.