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| This is to certify that *XX*, GDC number *xxxxx*, has completed Conflict Resolution Level 1 (Statutory and Mandatory) training. | |
| **Aim**: This session aims to support healthcare workers prevent and deal with conflict. | |
| **Total time spent**: *XX minutes (to be completed by learner with reference to the e-LfH certificate)* | |
| **Educational objectives**: | By the end of this session you will be able to:   * List the most common causes of conflict * Describe the different types of assault, why they occur and the most appropriate type of intervention * Explain the different types of communication and the impact they can have in a conflict situation * Recognise different types of behaviour patterns * Explain the importance of keeping a safe distance in conflict situations * Explain the use of ‘reasonable force’ as described in law and its limitations and requirements * Identify the range of support, both short and long term, available to those affected by a violent incident * Explain the need to provide support to those directly affected by a violent incident and the wider organisational benefits of this * Identify and signpost support mechanisms within your organisation |
| **Learning content:** | This e-learning session meets the statutory and mandatory training requirements and learning outcomes for Conflict Resolution Level 1 in the UK Core Skills Training Framework (UK CSTF). |
| **Development Outcomes:** | This course meets the criteria for the GDC’s development outcome *(to be completed by learner with reference to GDC documentation).* |
| **Provider validation**: | Health Education England confirm that the information provided on this certificate is full accurate. |
| **Quality assurance**: | This CPD is subject to quality assurance by Andrew Dickenson, Regional Postgraduate Dental Dean, Midlands and East. |