

Using eLearning  
to complement

# TIGER

## Mandatory Conflict Resolution Training

Reinforcing learning and saving costs – the ideal solution for the NHS

### Violent Attacks

Within the NHS there are over 300 violent attacks on 'frontline' staff every day – from doctors, dentists and nurses, to reception staff and porters.

To help address this serious issue, the government has introduced a 'zero tolerance' policy and has committed to face to face training for three quarters of a million frontline staff in basic conflict resolution principles.

This training is **mandatory** and has to be completed by **March 2008**.



### What can eLearning offer?

eLearning is a proven delivery method. In this instance, it is used as part of a 'blended' solution to complement traditional training methods.

Its use is accelerating rapidly within both the public and private sectors, as the benefits are increasingly recognised:

- ◆ It provides a flexible delivery route – Internet-based solutions, in particular, allow users to learn at a time, pace and place to suit themselves
- ◆ It improves engagement and retention through the use of attractive and appealing multi-media material
- ◆ Regular quizzes track learning progression and allow regular revision
- ◆ It helps 'close the loop' through online assessment
- ◆ It creates an online training record – vital in a huge organisation
- ◆ It's cost effective as learners do not need to leave their place of work and tutors are not required
- ◆ It creates consistency in the delivery process
- ◆ Online assessment provides a means to re-assess understanding regularly without incurring additional costs
- ◆ The module can be easily incorporated into staff induction
- ◆ It ensures all learners on the workshop are at the same starting point
- ◆ It's always up-to-date as changes can be incorporated quickly and released to all users without re-printing CD's/workbooks

### Time and money

The scale and urgency of the training task cannot be overstated. Training three quarters of a million people quickly and effectively is a real challenge and time is already tight to meet the **March 2008** deadline.

The NHS' **Counter Fraud & Security Management Services (CFSMS)** is responsible for agreeing a training syllabus - usually delivered in a 6 hour face to face workshop format with no more than 24 people in one training session.

**It Makes Good Sense** has already delivered training to thousands of NHS staff through hundreds of 6 hour workshops.

A key issue within this face-to-face workshop structure is its duration. Being 6 hours, it takes almost a day for delegates to complete.

### Identifying the challenge

As a 'frontline' trainer, Darren Good, founder of **It Makes Good Sense**, empathises with the practical issues being faced by the NHS at the ground level.

Everyone recognises the importance of conflict resolution training but:

- ◆ It involves taking staff away from their work – effectively for a whole day – a costly and disruptive exercise
- ◆ The cost of a trainer for a whole day with no more than 24 trainees is significant
- ◆ The training is for one day only – it does not provide an opportunity to refresh and regularly retest the level of awareness
- ◆ Divide the three quarters of a million staff to be trained by 24 trainees per day and you get over 30,000 days of training sessions!

For a Primary Care Trust with 1000 frontline staff, the total cost of Conflict Resolution training would typically run to a staggering £350,000 in training and staff cover costs and lost working hours.

The sheer scale of this task demands a more radical approach.



*"Complementing face to face training with eLearning could provide the solution to the NHS' need for conflict resolution training on a massive scale."*

**Kathryn Lamb,**  
eLearning Project Manager  
Bradford Health Informatics Service

Virtual College, a recognised expert in eLearning delivery, has worked in close conjunction with subject specialist **It Makes Good Sense** to develop a resource which complements the face to face delivery of Conflict Resolution training.

In this instance, employing eLearning as part of the solution allows trainees to arrive prepared for the 'face to face' training and, importantly, provides an opportunity to reduce the length of face to face training by half.

This has a huge impact on minimising the costs of covering staff who are away from their place of work and effectively doubles the capacity to train – providing a rapid solution to a mass training requirement.

**"An average PCT would save £140,000 on training 1000 frontline staff and be able to train them twice as quickly!"**  
Darren Good, It Makes Good Sense

### The conflict resolution eLearning resource

Taking the existing 6 hour face to face training course, it was clear that many of the 'hands on' demonstrations were vital, but a large amount of theory could be delivered successfully, prior to face to face training, via eLearning.

To add continuity, humour and life to the module, **Virtual College** introduced caricatures of the training team from **It Makes Good Sense** throughout the highly animated content.

An end of module knowledge check has

been introduced to validate learning – if the learner gets something wrong, the

system takes them back to the correct section in order to recap.

### Problem resolution

The experienced **It Makes Good Sense** team provide national training coverage and complement perfectly the eLearning resource created by **Virtual College**.

- ◆ Rapid solution to mass training need
- ◆ Cost savings through reduced face to face training requirement
- ◆ Additional savings and convenience of reduced time away from work
- ◆ Ideal combination to deliver and refresh the National Syllabus effectively



**"Conflict resolution training is an urgent requirement for many of our 'frontline' staff. eLearning offers a huge opportunity to reduce the practical problems created by having staff away on training courses."**

Kathryn Lamb, eLearning Project Manager, Bradford Health Informatics Service

**SCORM** approved, the **Virtual College** solution is mapped exactly to deliver the Conflict Resolution National Syllabus stipulated by the NHS' CFSMS. The learning module will enable learners to be able to understand the 10 CFSMS principles:

- |   |   |
|---|---|
| ◆ Describe the common causes of conflict  | ◆ Give examples of impact factors   |
| ◆ Explain 3 examples of communication models that can assist in conflict resolution | ◆ Describe patterns of behaviour they may encounter during different interactions |
| ◆ Give examples of how communication can break down                                 | ◆ Describe the three elements of 'Communication'                                  |
| ◆ Describe the use of distance when dealing with conflict                           | ◆ Give examples of the different warning and danger signs                         |
| ◆ Describe different methods for dealing with possible conflict situations          | ◆ Explain the use of 'reasonable force' as it applies to conflict resolution      |

The principles-based learning material is underpinned by the use of scenarios from the workplace and learners are encouraged to consider how they could be applied to their own work situations.

## Want to find out more ?



Please arrange for me to access the free eLearning demonstrations



Please call me to discuss how eLearning may help my organisation save money

Your Name:

Your Job Function:

Your Organisation:

Your Tel:

Your eMail:

To find out more about how e-learning could benefit your organisation, please complete and fax back this form on  
**01943 605522**

or contact Richard Seddon at Virtual College

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