



New E-learning
course available
on NHS England
elfh platform

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I cannot recommend highly enough this excellent online training in managing conflict between families and healthcare professionals. It should be compulsory for anyone working in PICU (and other areas).

Professor Stephen Playfor
Consultant Paediatric Intensivist
Manchester University
NHS Trust

Conflict Management

Understanding and managing conflict in children's healthcare

A new interactive e-learning course developed by NHS England in partnership with the Medical Mediation Foundation (MMF) and endorsed by the Paediatric Critical Care Society (PCCS).

- Free to access
- Professional guidance & wellbeing resources
- Resources to support families
- Framework for prompt and concise guidance
- Co-designed with healthcare professionals and families

To access, scan the QR code or
visit

<https://tinyurl.com/onlineconflictraining>

Developed by NHSE in partnership with MMF and endorsed by the RCN and PCCS:



What this new course offers

For those with little or no experience of managing conflict with families, this online course gives you the tools to recognise conflict early and approach it with confidence.

For those with experience of managing conflict, the course gives you a range of different perspectives and additional skills to help navigate these complex and challenging situations.

Each module contains:

- Interviews with parents and health professionals
- Role play vignettes by actors
- Short conversations by facilitators highlighting key themes to support your learning.
- Exercises and quizzes to build your expertise

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There are three modules, each taking around 1 hour to complete

Module 1

Introduction to the causes and impact of conflict in a healthcare environment

Module 2

Identifying the triggers and warning signals of conflict using the Conflict Pathway

Module 3

Skills and strategies for de-escalating and managing conflict

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