

Conflict Management

Understanding and Managing Conflict in Children's Healthcare

Interactive e-learning course

New E-learning course available on NHS England elfh platform



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)

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



Professor Stephen Playfor
Consultant Paediatric Intensivist,
Manchester University NHS Trust

Introduction

Conflict between families and health professionals is upsetting and time-consuming for everyone involved and may also affect the care and treatment of a child.

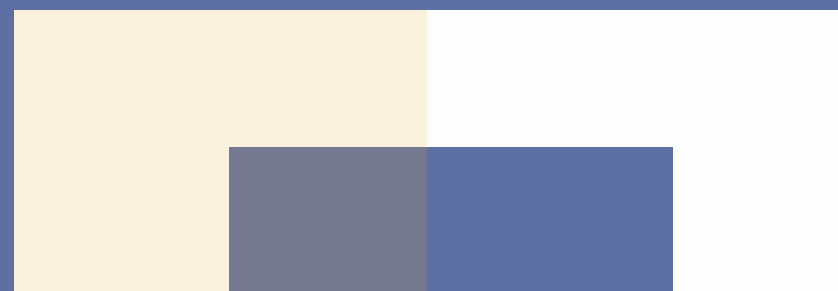
This interactive e-learning foundation course has been developed for NHS England in partnership with the Medical Mediation Foundation (MMF.). It provides health professionals working at all levels in children's healthcare with an essential toolkit for recognising, managing and de-escalating conflict between families and professionals.

The content has been developed with the support and expertise of health professionals and parents / carers who have had direct experience of conflict in children's healthcare. It is underpinned by peer-reviewed research from children's healthcare settings.



I'm really delighted to introduce this course and hope that you find it useful. We know that evidence shows that this reduces the level of conflict.

Simon Kenny, National Clinical Director
for Children and Young People
NHS England



What the course offers

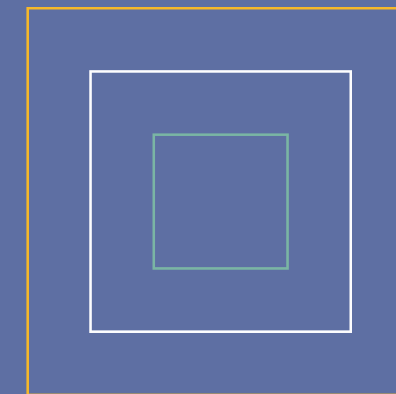
For those with little or no experience of managing conflict with families, this course gives you the tools to recognise conflict early and approach it with confidence.

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.

There are three modules, each taking around 45 minutes. These can be completed at participants' own pace, saving work as they go.

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.



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

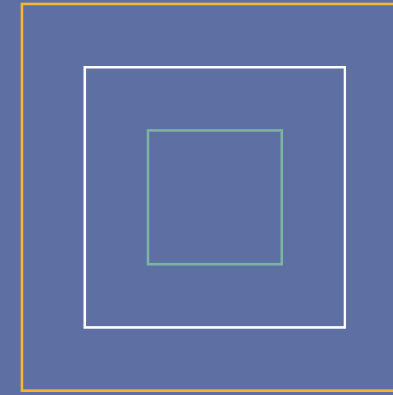
Module 3

Skills and strategies for de-escalating and managing conflict

Module 2

The Conflict Pathway

- What are the key triggers for conflict between families and health professionals?
- Identifying the warning signs
- Understanding the stages of conflict escalation



Love it! Fantastic course..

Course Participant

Module 3

Skills and strategies for managing conflict

- The importance of recognising cues
- How to respond and why it matters
- Preparing yourself for and having, challenging conversations



The course itself was really good, I actually genuinely enjoyed it. It was laid out in easy to understand chunks and I loved the mix of videos and text.

Course Participant

The screenshot displays a course interface with a navigation bar at the top containing four tabs: "ENTRENCHED POSITIONS", "AVOIDANCE", "MICROMANAGEMENT", and "SEPARATE CAMPS". Below the navigation bar is a video player showing a woman speaking. Below the video player is a "CONTINUE" button. In the foreground, a text card titled "Conflicting messages" is visible. The card features a photo of three healthcare professionals (two women and one man) in blue scrubs. The text on the card reads: "Parents often say that they are told many different things about their child by different health professionals, leaving them anxious and wondering who they can trust and who has the full picture about their child's condition. For example:"

MMF Course Facilitators

Each member of the MMF team has a wealth of experience in conflict management from professional backgrounds including medicine and law. The team are passionate about sharing their knowledge and skills in resolving conflict.



Sarah Barclay
Founder & Director

Sarah founded The Medical Mediation Foundation in 2010 and is its co-director. She is an accredited mediator, specialising in mediating disagreements between parents and health professionals about the care and treatment of children.



Dr Esse Menson
Mediator, Trainer and Coach

Esse became a consultant paediatrician in 2006 and accredited mediator in 2014. In 2012, she helped develop the Evelina Resolution Project with MMF while she was a consultant at the Evelina London Children's Hospital.

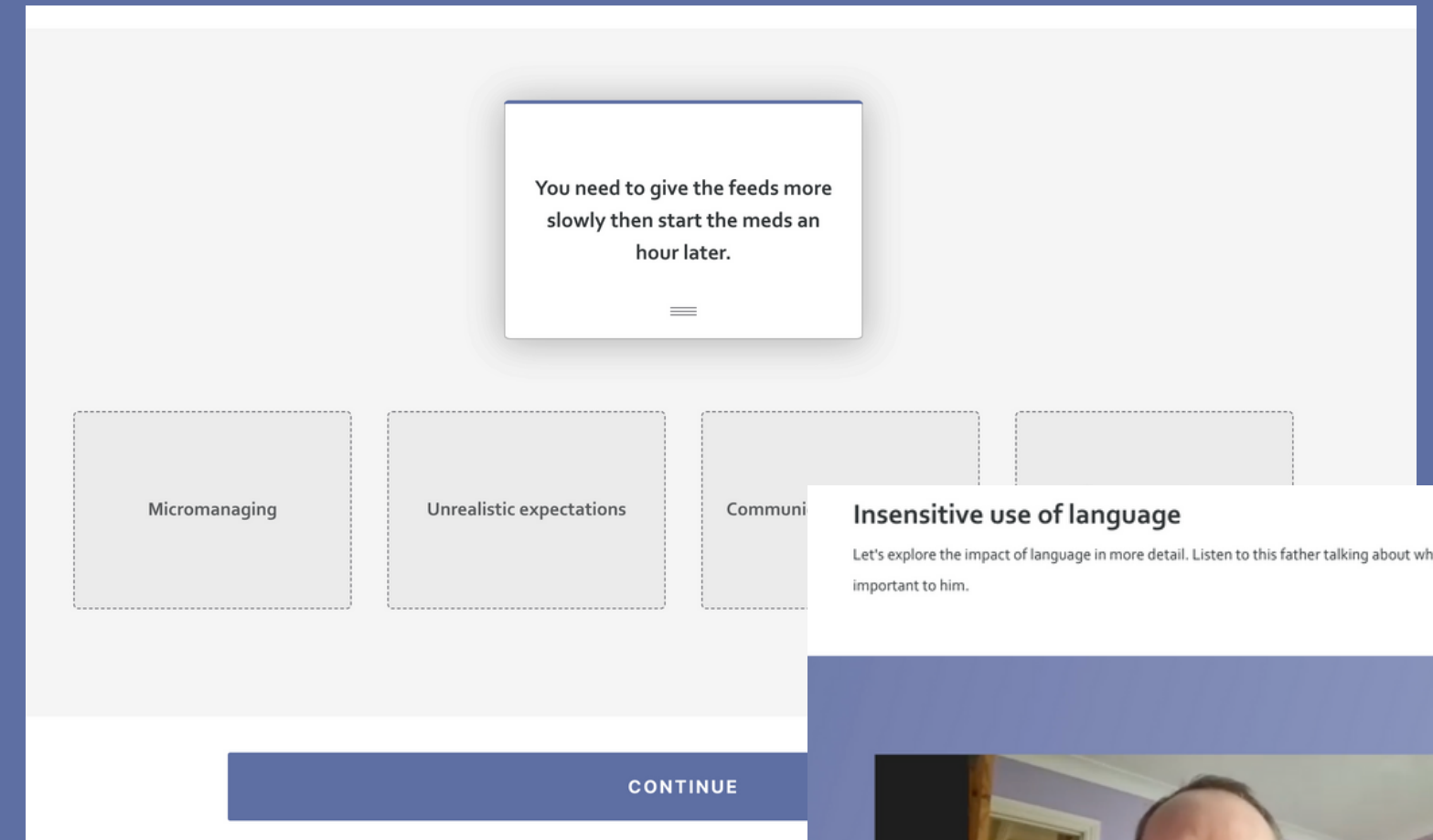
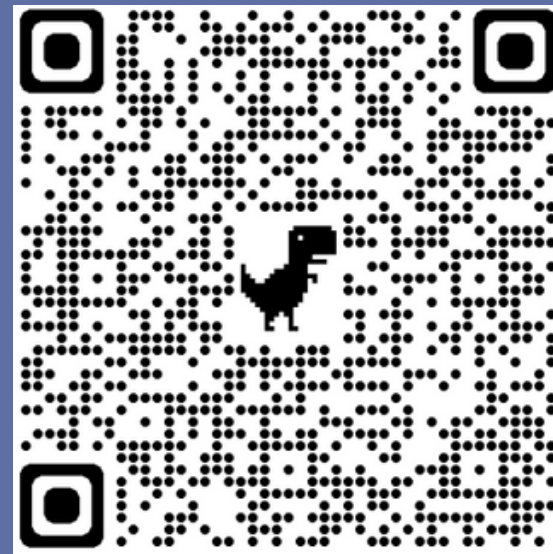


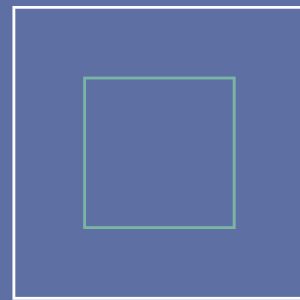
Oscar Mathew
Director, Trainer and Mediator

Oscar is a qualified barrister and mediator. He specialises in clinical team development, facilitation and workplace conflict resolution, helping teams to engage with difficult issues and bringing a balance of voices to a room.

How to access the course

To access the course via the NHS England elfh platform, scan the QR code or visit <https://tinyurl.com/onlineconflictraining>





Get in touch

Let us help you recognise,
understand and manage conflict in a
healthcare environment.

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Medical Mediation Foundation

