

## Building Resilience training

NHS continuing healthcare is a contentious area which brings issues around building resilience and self-care for Continuing Health Care Staff to the forefront of our daily working life.

Within our roles, we have to manage service users who pose the greatest challenge. Workplace conflict often causes employees to experience stress, which can become destructive when we do not have the necessary conflict management skills.

This training course will equip NHS and Social Care staff working within CHC to deal with challenging patients, families and situations. Delegates will discover a range of skills and techniques to manage pressure and stress to increase self-care and to handle challenging conversations at work.

The sessions will look at what pushes our buttons and how to manage this while taking a look at our existing resilience and resourcefulness. Delegates will explore tools/advice for managing and sustaining optimum levels of pressure, including identifying any 'red flags' in you and your colleagues.

Determining helpful and healthy resolution strategies when in difficult circumstances will ensure that you will contribute to a positive outcome and enhance people's perception of you as a person in control. Being in a situation where conflict of a personal or business nature arises can be an uncomfortable experience for most. Having the knowledge and tools to feel able to control yourself and the situation can reduce stress and improve outcomes.

### Who should attend?

The course is designed for staff working within CHC who deal directly with complaints, and front line staff working within CHC who deal with conflict and wish to gain additional skills in conflict management.

### How to apply:

Please email [england.chcbsu@nhs.net](mailto:england.chcbsu@nhs.net) to reserve your place on the event.

**Please quote full name, email address, job title and CCG / CSU / Social Care area and mark the email 'Complaints and Conflict Management Cohort 1 training' in the subject bar.**

Places are allocated on a first-come, first-served basis.

Date	Venue
Wednesday 3 October	<b>The Studio</b> Leeds Riverside West <b>Leeds</b> LS1 4AW

Tuesday 30 October	<b>Robinson College</b> Cambridge Grange Road <b>Cambridge</b> CB3 9AN
Monday 26 November	<b>Taunton Racecourse</b> Orchard Portman, <b>Taunton</b> TA3 7BL
Tuesday 4 December	<b>Radisson Blu Edwardian</b> Trade Hall Peter Street <b>Manchester</b> M2 5GP
Monday 17 December	<b>The Birmingham Conference &amp; Events Centre at the Holiday Inn</b> Hill Street <b>Birmingham</b> B5 4EW
Monday 21 Jan 2019	<b>Mary Ward House</b> 5 - 7 Tavistock Place <b>London</b> WC1H 9SN
Monday 4 Feb	<b>The Pavilion</b> 143-145 Oxford Road <b>Reading</b> RG1 7UY
Tuesday 12 Feb	<b>County Hotel</b> Neville Street <b>Newcastle-Upon-Tyne</b> NE1 5DF
Tuesday 12 March	<b>Mercure Leicester The Grand Hotel</b> 73 Granby Street, <b>Leicester</b> LE1 6ES
Monday 25 March	<b>Holiday Inn London Gatwick Airport</b> Povey Cross Road, Gatwick, <b>Gatwick Airport</b> RH6 0BA