



Network for  
Practices Ltd

[www.networkforpractices.co.uk](http://www.networkforpractices.co.uk)

### Trainer Information

**Richard Marriot** is a seasoned primary care director/manager, involved in designing, implementing, and delivering NHS operational activities and improvement since 2006. Formally in the military, Richard has a passion for supporting organisations and individuals in their intentions to develop and improve. Currently working in, Greater Manchester, Richard has previously been employed in practice and programme manager positions, delivering programmed change across England and Wales.

In addition to supporting Network for Practices in their delivery of improvement and support across the UK, Richard has also been employed as an Associate Trainer for Thornfield's [FPM] where he delivered the GP Forward View developments as well as Institute for Leadership and Management [ILM] training, conflict and HR training.

### Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

# Managing Effective Conflict Resolution

**Date:** 15<sup>th</sup> January 2025  
**Times:** 1330 - 1630  
**Venue:** Microsoft Teams Online Platform

**Places available:** 10

**Fee/s:**

<b>NfP Members</b>	<b>£60</b>
<b>Non Members</b>	<b>£105</b>



**This workshop is suitable for all primary care staff involved in direct engagement with patients, whether from a clinical or non-clinical position.**

## Introduction

In this workshop, the focus will be placed on how best to manage dispute and conflict within the workplace. Aside from conflict that is directed by the service-user, there is a need for us to better understand the causes of disputes and conflict within our workforce. This enables staff to support and deliver on effective methods that reduce risks aligned to conflict, and to manage situations for best overall outcomes. This course is designed to deliver on providing managers with better understanding around these key areas.

## Course Content:

The content of this online workshop will cover:

- Our person-centred culture
- Conflict risks, challenges and approaches
- Conflict Management theories
- Understanding of impact factors, the reactionary gap and other key elements of conflict resolution
- Conflict resolution models
- Relevant mini-teaches.

## Intended learning outcomes:

The workshop intends that on the conclusion of the session, each delegate will:

- Be better informed on the risks and causes of conflict
- Have a better understanding on the management of individuals in conflict
- Have gained greater confidence in resolving issues of conflict and aggression.

**Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH**

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