**Customer Care and Dealing with Potential Conflict Situations**

This course is aimed at Practice staff, including reception staff, admin, nursing and team leads.

The course will support staff members to understand what good customer care looks like and identify what service the practice would like to offer their patients. The training material will encourage discussion and reflection on when and how customer care may go wrong, situations which may cause conflict and potential conflict scenarios. The training will focus on finding solutions to address such situations.

**The course covers:**

**Module 1: Customer (Patient) Care**

* Reflections on good and bad customer care experience
* Agreement on what good customer care looks like and what patients should expect
* Challenges within the practice

**Module 2: Tips for Conflict Resolution**

* Understanding what conflict resolution is
* The role of communication, listening and questioning
* Tips on how to use communication well to prevent conflict situations arising or escalating

**Group MS Teams Live Virtual Seminar**

* Session to discuss the course content and ensure understanding by delegates
* Discussion of challenges and difficulties that arise in practice
* Finding solutions to challenges, enabling delegates to feel more confident in offering good customer care and facilitate early resolution of scenarios which would otherwise lead to complaints or conflict.

Modules 1 and 2 will be delivered via online recorded videos, accompanied by a workbook. This will enable participants to reflect on their practice ahead of a live virtual seminar, hosted via MS Teams, where the issues can be shared and solutions identified.

**Virtual Seminar Date** – Wednesday 18th November 9.30-12.00. Participants will require access to a PC or laptop with audio and video capabilities in order to fully engage in this session.

**Training resources** **for module 1 and 2** will be provided at least 2 weeks before the virtual seminar. It should take participants no longer than half a day to complete this pre-work. The pre-work for modules 1 and 2 is an essential part of the training as the virtual seminar will build upon this earlier knowledge acquired.