



Ettington Community First Responder Scheme

Providing Emergency Care Until The Ambulance Arrives

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Conflict Resolution Training

16 January 2010: Ettington CFR Team pilot Conflict Resolution Training

On Saturday 16th January, all the First Responders in the Ettington CFR Scheme attended a Conflict Resolution Training course organised by West Midlands Ambulance Service.

This one day course has been specifically designed for Community First Responders and was led by a specialist security agency and two trainers from West Midlands Ambulance Service. Topics covered were such things as awareness of possible threats and dangers to the lone worker, how to handle aggressive behaviour and, in extremis, how to work with other team members to control volatile situations.

This course has been rolled out to all permanent, front-line staff in WMAS and is now being rolled out to all WMAS Community First Responders. Attendance at the course will be mandatory for all CFRs - existing and new. The Ettington CFR team were the first CFRs in Coventry and Warwickshire to attend the course and it allowed the trainers to fine-tune their approach and for the course members to provide feedback on the course.

All our team found the course very useful and it made us more aware of the dangers the lone worker CFR could face if not adequately trained and prepared. We were impressed by the realism of the practical sessions of the course where real-life situations were simulated and techniques learned in the classroom sessions could be put into practice.

