

# HANDY GUIDES: CONFLICT

## Understanding participant views

What to know about conflict, consensus and resolution

Often conflict resolution requires specialist facilitation. If there is a dependency on the future of an area, specialist mediation can enable more positive outcomes and find ways of meeting the needs of all.

### Ways to engage for more understanding

Sometimes participant views require more in-depth exploration. Consider this list of options for your activity:

#### Publish an engagement document

This can be useful for professionals, shows that everyone has a say and allows for both quantitative and qualitative data exploration.

#### Engage with public sector bodies and organisations

Because these groups will have in-depth knowledge of their community, or specialist insight, they can be good to engage to act on your behalf.

#### Create 'open space'

When you present an open environment where our community can informally lead workshops, or events to discuss issues, complaints and more in-depth views can be explored.

### Interested in complaints or suggestions?

Capturing comments on cards at service delivery or reception areas can be useful. However, dealing with complaints that may arise can be more complicated. Using frontline staff to collect information is one way of generating more detailed understanding, particularly if issues are sensitive.



The NHCP communications and engagement team help with all aspects of your engagement activity. Email the team at [nhcp.communications@nhs.net](mailto:nhcp.communications@nhs.net)

## How it works for us

“A parent workshop session was set up to allow parents to meet other parents, share their stories and gain knowledge from the OT to enable them to help their own children with activities of daily living. The content of these sessions has been shaped through parental involvement in the process regarding what they would find helpful to be taught and have explained.

Each cohort of parents complete a feedback form after each session regarding the usefulness of the content and what else they would like to have had included in the workshop. For example, parents have requested practical demonstration of shoe lace tying, so this is now routinely offered in the parent workshop.”

NHFT Children’s Occupational Therapy

