**Teaching about conflict and violence – an inter-professional workshop**

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**Background** Conflict and violence in health care are increasingly recognised as risks for the wellbeing of staff, as well as compromising team effectiveness, and ultimately patient outcomes. In addition to governance, teaching teams about recognition and management of conflict should be a priority for all organisations. First contact practitioners like receptionists, practice managers, general practitioners, nurses and paramedics are highly likely to be exposed to conflict and violence. A very diverse workforce and population, in terms of cultures, languages, education and power, posed unique challenges in developing teaching activities in Qatar. Face to face, small group inter-professional workshops were designed to give participants the opportunity to share experiences and pre-existing knowledge and skills, whilst also reflecting and learning new skills.

**Aims** To share lessons from the design and delivery of workshops to teach health professionals how to recognise and manage conflict and violence.

**Method** Using adult learning principles and following the accreditation requirements for Qatar Council of Healthcare Practitioners, a small scientific planning committee of paramedics, doctor, and mental health practitioner guided the development and facilitated the workshops. Content needed to be sourced internationally including Australia; UK; USA; the World Health Organisation, and localised. The format included videos, storytelling, case studies, role plays and Power point slides. An iterative process was followed responsive to facilitator and participants’ feedback.

**Results** 10 inter-professional workshops delivered over a 6 month year period with attendance varying from 10 -20 participants. Feedback was highly positive; teaching professionalism and empathy were unexpected outcomes. A limitation is that we are unable to measure the effectiveness of behaviour change in the workplace in the longer term.

**Conclusion** This is a useful model for designing activities in a workplace to include all staff, and can be applied to different contexts and topics.

**References**

1. QCHP-AD CPD Activity Accreditation Standards 2015. Qatar Council of Healthcare Practitioners, Qatar.
2. Final Report (April 2016) Paramedic Safety Taskforce. Queensland Ambulance Service, Queensland Government, Brisbane.