



DPC Tip Sheet #2

Staff Training: Modules 1-9

Staff training is at the core of the *Decreasing Dialysis Patient-Provider Conflict* toolkit. There are eight modules for staff training that are meant to be completed over the course of a few weeks or months. There is an additional session called **Common Patient Concerns** which could be used in conjunction with any of the other workshops. We know what you're thinking: ***Where do I find the time to train my staff on all these modules????***

Short sessions: Scheduling training sessions can be one of the most challenging aspects of the DPC training program. Each module is designed to be completed within 30-45 minutes. Each session is interactive and focuses on one topic area and is designed as a standalone learning experience. This will minimize staff time away from their work and maximize learning of each DPC concept.

You specify what your staff needs:

The modules are designed to follow the CONFLICT acronym, however it isn't necessary to complete the sessions in that order. For example, if you identified understanding others as a priority issue to address, then you may want to start with the module that best addresses it.

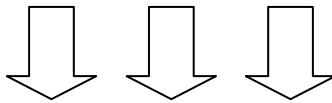
Step by Step Instructions: The DPC Resource manual provides step by step instruction for each session. The activities encourage participants to explore questions, come up with answers and make possible connections for the causes and prevention of patient-provider conflict. The trainer's role is to encourage exploration and help participants answer their own questions and try different tactics.

Most of the sessions focus on communication skills and use role-playing so participants can practice new techniques. The activities were designed to be very simple, so as not to put staff on the spot. The activities also divide groups into pairs so participants can practice with each other without having to perform in front of the group. Because some staff might be resistant or uncomfortable with role-playing, the activities are called "case scenarios" or "practice." If some staff are still resistant, offer them alternatives to ensure that they can still apply some of the learning at their own pace. Alternatives could include writing down their responses to the scenario and sharing with a partner for feedback, or discussing with a partner some different options for responding to a scenario and looking at the pros and cons of those options.

Use facility specific case examples: Add value by integrating your facility's experiences of patient/staff conflict into the training sessions. Using real facility examples creates a shared context and enhanced learning. This is especially true in the session **Common Patient Concerns**, in which scripted responses are used to answer common patient questions and complaints heard in the dialysis facility. Staff will have the opportunity to practice these responses using their own words and give each other feedback as well. (Also, don't overlook using the DPC Pocket Guides that have additional staff scripts specific to the CONFLICT acronym that can be used in this manner, as well.) By practicing these scenarios and using one's own words, staff can become more comfortable and skilled in verbally responding to and more effectively dealing with conflict situations.

**Consider these actual comments from dialysis facility staff
about using the DPC training program:**

- “The structure allowed time for you to think and process and I didn’t feel rushed.”
- “The time allotted is enough time (30 – 45 minutes). It made it easier to grasp and understand.”
- “It made us aware of the things we were doing.”
- “Realized we could do better with handling conflict.”
- “Gives us a different perspective in the care of the kids we take care of. We are the clinical aspect and the training gives us the social aspect.”



[A Guide to the DPC Modules 1-9](#)

[Module 1: Create a Calm Environment \(45 minutes\)](#)

Purpose: To explore current and new strategies for remaining calm, even in tough situations.

Summary: This module includes group activities and a scenario to enhance critical thinking about effective ways to stay calm during conflict or calm down quickly after a conflict.

[Module 2: Open Yourself to Understanding Others \(30 minutes\)](#)

Purpose: To learn techniques for effective listening and to identify factors that affect how people hear information.

Summary: This module has participants evaluate their listening skills, learn the difference between hearing and listening, and learn to be more effective listeners.

[Module 3: Need a Nonjudgmental Approach \(30 minutes\)](#)

Purpose: To gain a greater understanding of what it means to work in an environment that understands and appreciates our differences, in both staff and patients.

Summary: This module uses different types of music to help participants learn how being nonjudgmental can be very helpful in conflict situations. Music is the metaphor to help staff understand that people might react to the same situation differently and identify ways to be open to another person’s point of view. Staff professionalism is also a focus of this module.

Module 4: Focus on the Issue (45 minutes)

Purpose: To practice communication techniques that can be used in the dialysis clinic to help staff stay focused on a single, clearly defined issue.

Summary: This module has staff members role play the part of a patient who begins complaining about room temperature but then raises other issues, and also the part of a staff member who uses clarifying questions and statements in a handout to help focus the discussion.

Module 5: Look for Solutions (45 minutes)

Purpose: To gain a greater understanding of communication strategies that decrease conflict.

Summary: This module reflects on key points in conflict resolution, includes a partner activity using open-ended and close-ended questions, and includes a group activity in which staff members are prompted to use creativity and flexibility in finding solutions to conflict.

Module 6: Implement Agreement (30 minutes)

Purpose: To discuss how to implement an agreement after staff have worked through conflict with a patient.

Summary: Participants discuss using action statements to describe agreements, the importance of documenting the agreement, and notifying all parties involved to assure follow-through and consistency.

Module 7: Continue to Communicate (45 minutes)

Purpose: To share and practice some basic communication skills that can help us listen to and communicate more effectively with our patients.

Summary: This module has two sections: one focuses on the process of good communication as a way to prevent misunderstandings or conflict; the second focuses on responding to a conflict and the importance of follow-up communication after a conflict has occurred and a solution has been implemented.

Module 8: Take Another Look (30 minutes)

Purpose: To practice looking at conflict from a quality improvement standpoint.

Summary: Participants examine the requirements for a facility grievance procedure, review the clinic policy on grievances, and discuss implications for patients filing grievances at their facility. In addition, staff are encouraged to examine their roles in conflict situations, be open to feedback, recognize their strengths, understand the causes of conflict, develop new approaches, and consider the learning experiences that often arise from conflict situations.

Module 9: Common Patient Concerns (30-45 minutes)

Purpose: To identify some of the most common concerns and solutions we've experienced in our own dialysis unit.

Summary: staff members identify the top patient concerns they have heard, then suggest appropriate solutions.



So, in looking at the breadth of skill-building that DPC training can provide to your staff, we urge you to use it with both your new and existing staff members.

