

Healthcare Without Conflict

Introducing a compassionate,
evidence-based approach to
conflict management in healthcare

June 2022

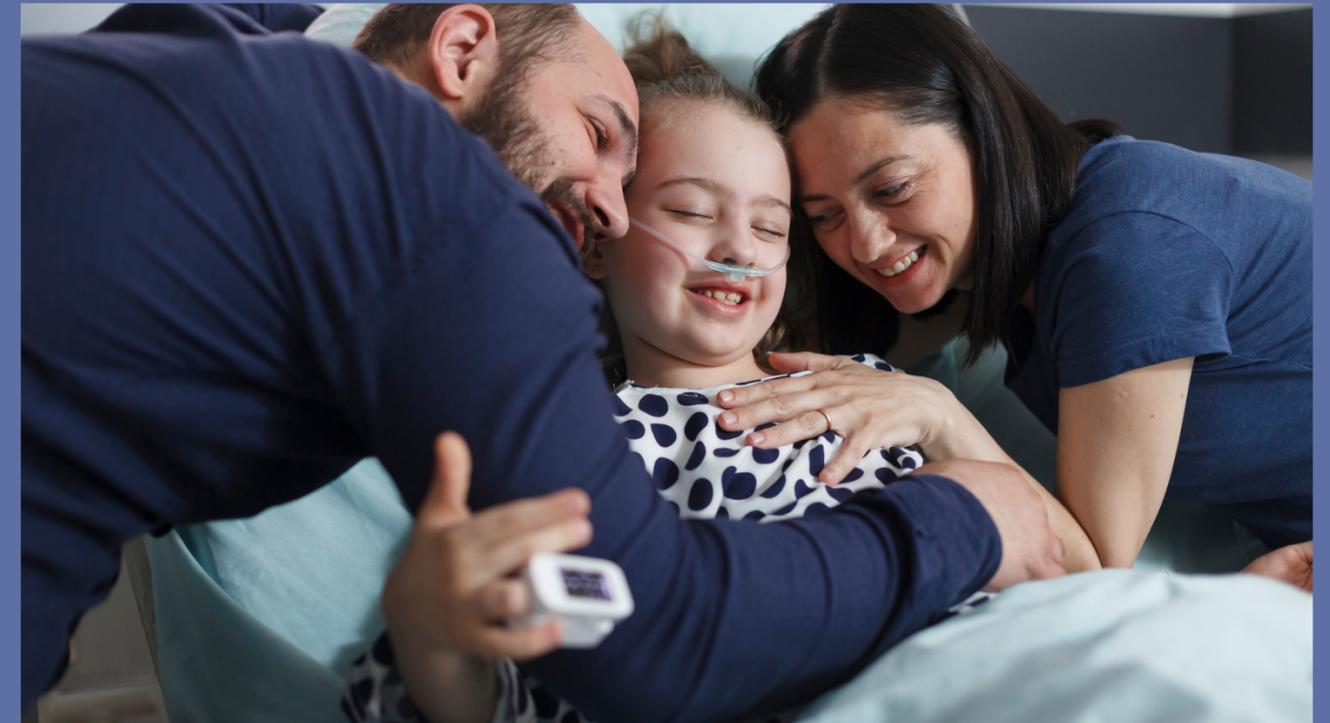


medical mediation
foundation
resolving conflicts in health and social care

About MMF

Established since 2010 as a not-for-profit organisation, the Medical Mediation Foundation (MMF) has helped more than seven thousand healthcare professionals to identify the signs of conflict and manage them promptly and pro-actively.

At MMF, we treat the symptoms of conflict in healthcare with training, coaching and mediation, virtually and face to face.



Bringing in an external team allowed us to build a better position of trust and provided a clear moment in time to refresh the relationship between medical team and family.

Consultant paediatrician



Very thought provoking training session. Enjoyable and interactive with some great techniques to use in practice. Thank you!

Research Midwife
Evelina London Children's Hospital



What we do

Training

All our training is supported by research and provides healthcare professionals with the confidence and skills to engage with families and patients and manage conflict early if it arises.

Mediation

Our expert team of mediators helps families, health and social care professionals to rebuild relationships and explore solutions together. Mediation is voluntary and confidential and can be an effective alternative to going to court.

Who we work with

We work with a wide range of NHS Trusts and healthcare providers in the UK and internationally and have established long-lasting relationships with many of them since we began our work in 2010.



Conflict Management Training

Recognising and managing conflict between families and healthcare professionals

Whether you're a healthcare practitioner who would like to learn the fundamentals, or planning to embed the principles of conflict management into the culture of an organisation, our training programme is designed to meet the needs of individuals and organisations

Level 1

Level 2

Level 3

Learn the essentials of recognising and understanding conflict between families and health professionals

Learn how to manage conflict as a team using the MMF Conflict Management Framework

Embedding the MMF conflict management culture throughout your organisation.



Excellent course - should be mandatory for everyone

Consultant

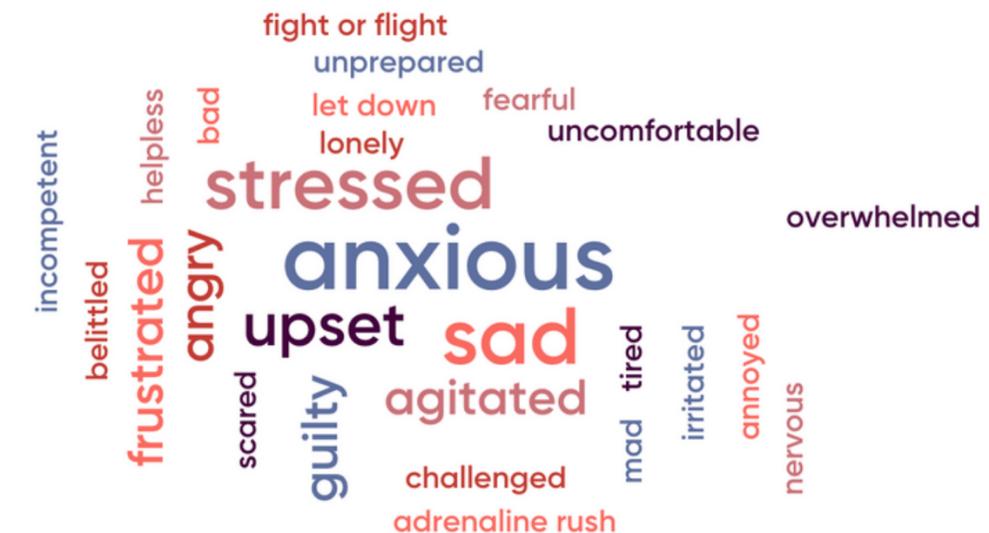


Online Training (In Development)

Designed to give every healthcare professional a better understanding of conflict resolution, the MMF is developing a series of 3 easy-to-access online training modules that can reach every corner of your organisation.

1. Introduction and Setting the Scene
2. The Conflict Pathway
3. Communication Skills for De-escalating Conflict

How did this example of conflict make you feel?



Get in touch to find
out more

Managing Conflict with Colleagues

Disputes between colleagues working in clinical teams can have a significant impact on performance and wellbeing as well as affecting patient experience and safety.

Our training is designed to help healthcare professionals understand how and why conflicts arise within and between teams, and what they can do to try and resolve them.



MMF's input has been invaluable in bringing the team together to think cohesively about how we work together and take things forward in a unified way

Band 8 Allied
Health Professional

We'll help you progress through the levels of conflict resolution

Clinical Team Development & Facilitation

Our work with clinical teams enables them to identify areas of strength, challenges and barriers, and offers a structured approach to moving them forward. Common themes in our work include:

- Bringing about a better balance of voices to team discussions
- Improving team dynamics, trust and psychological safety in a group
- Effective decision making
- Having healthy difficult conversations

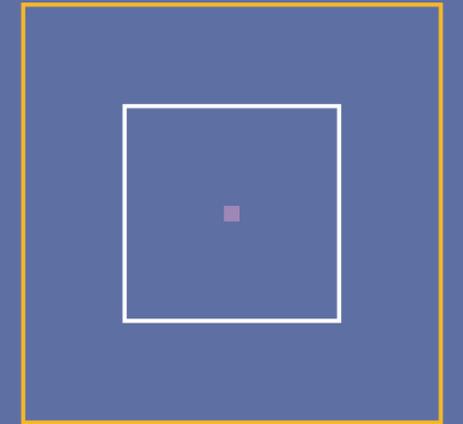


The facilitation work has proved to be invaluable in terms of the team's morale and their capacity to deliver well co-ordinated care:

Service Manager,
Guy's & St Thomas'

Medical Mediation

Disagreements about health and social care are complex and can damage relationships between patients, families and healthcare professionals. At MMF, our expert team of mediators helps you rebuild relationships and restore trust.



Mediation is voluntary and confidential and we work with you to find a way forward.

Suitable for:

- Parents
- Adult Patients
- Teams in Difficulty
- Children and Young People
- Healthcare Professionals

Why Mediation Works

Medical mediation can help all those involved to rebuild relationships and find solutions together.

“

Mother

We felt it was the first time that ourselves as parents and the medical team sat down and they listened to us and understood us for the first time.”

“

Nurse

It absolutely changed how we felt. It made me realise that this is a set of parents that are absolutely, desperately wanting the best for their baby. It made us think, it made us reflect and see where we had, not gone wrong, but where communication could have been much, much better.”



Meet the MMF Team

Each member of the MMF team has a wealth of experience in conflict management from professional backgrounds including medicine and law. The team are passionate about sharing their knowledge and skills in resolving conflict.



Sarah Barclay
Founder & Director



Oscar Mathew
Director, Trainer and Mediator



Dr Claire Macaulay
Mediator, Trainer and Coach



Dr Clare Sieber
Mediator, Trainer and GP



Susan Macnaughton
Mediator, Trainer and Coach



Dr Esse Menson
Mediator, Trainer and Coach



Clair Dicker
Admin Manager



Arabella Tresilian
Mediator, Trainer and Coach



Dr Anne Gordon
Mediator, Trainer and Coach

Testimonials

Since 2010, the MMF has trained more than seven thousand healthcare professionals . More than 95% have described the training as excellent or very good and relevant to their work.



Brilliant, informative course which is very relevant to my role. Well delivered by knowledgeable trainers.

Thank you!
Paediatric Nurse
Practitioner



The session was excellent and very well led with useful scenarios and putting into practice. Thank you.

Consultant



Really important training! Feel like it should be mandatory training for all Trusts.

Clinical Nurse
Specialist



Thank you so much. Amazing course. Very professional. I will definitely use the resources I have learnt during the course.

Consultant

Pricing

Training

Training type	Rate
Full day training	From £2,495
Half day training	From £1,395
Hourly training/ webinars	From £595

All prices exclude VAT

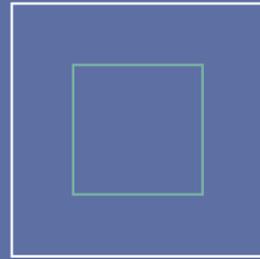
Mediation

Costs of mediation depend on the case and the needs of the parties involved.

Quotes are provided once this has been discussed and will depend on whether one or two mediators are required.

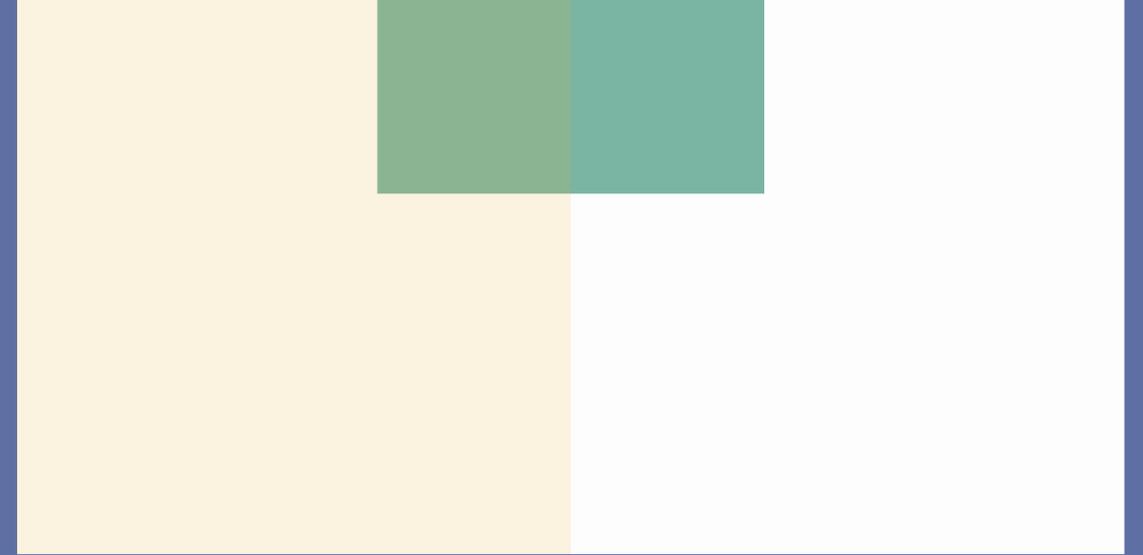


The course has enhanced my knowledge to deal with conflict resolution in my daily profession and personal life.
Staff nurse



Get in touch

Let us help you recognise, understand and manage conflict in a healthcare environment.



medicalmediation.org.uk



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Medical Mediation Foundation

