



Maybo's on-line solutions

bringing conflict management
to every member of staff





Maybo has been at the forefront of conflict management advice and training for over 10 years and can now offer clients an exciting new range of on-line services.

Maybo's **SAFERonline** provides managers and frontline staff with access to information and advice on effective solutions for policy making and dealing with conflict.

SAFERonline and **SAFERonline plus** enable a blended learning approach, combining on-line learning with Maybo's direct delivery or licensed tutor programmes, so providing high quality cost effective training solutions. Organisations can integrate risk management, on-line learning and all conflict management related record keeping in one simple-to-manage system.



SAFERonline – core conflict management

The core **SAFERonline** package provides access to Maybo's and your organisation's conflict management resources, as well as giving an introduction to personal safety and conflict avoidance. To achieve a one-stop-solution for conflict management **SAFERonline** offers the following functions:

Induction programme provides information and interactive knowledge checks to ensure new and lower-risk existing employees receive key guidance, policy messages and tips for safer working. This communicates a consistent message across the organisation and provides an audit trail. New starters receive important safety advice as soon as they join; thereby reducing risks to the individual and the organisation should there be a delay before a training course. The induction may provide sufficient learning for lower risk staff who may previously have missed out on any training.

A staff survey collects information on individuals' perceptions of the risks they face and how prepared they feel in managing conflict situations. As well as encouraging the individual to think about their safety, the data is automatically collated to provide invaluable management information that informs risk assessments and training needs.

Management reports are automatically collated using information from the staff survey. This gives, at the press of a button, information on key risks and learning needs. Also the progress of individuals and departments, with inductions and surveys, is charted.

Post Incident section provides managers and staff with key information as to what they should do in the aftermath of a violent incident, signposting support available from the organisation.

Policy and guidance from the organisation is pre-loaded giving a single point of access to all material relating to managing the risk of violence. It will be cross-referenced in the induction or learning modules to prompt learners to check and understand the arrangements their organisation has in place to manage the risk of violence.

Reference library This link accesses Maybo's own comprehensive reference library containing a wealth of workplace violence reference material. The site is particularly valuable for managers or health and safety professionals wishing to acquire a more in-depth understanding of the subject or wishing to benchmark themselves against industry standards.



SAFERonline plus

For more comprehensive learning options and superb management features SAFERonline plus provides, in addition to the above:

On-line learning

The detailed learning is built around Maybo's core conflict management programmes. It covers:

- understanding work-related violence
- dynamic risk assessment
- self-awareness
- positive communication
- defusing and calming skills
- post-incident management

Each module within the programme includes:

- A knowledge check which the learner must complete before moving to the next module
- Additional coaching material when an incorrect answer is given and the learner re-tested
- The capacity for a learner to log in and out of the system whenever convenient, picking up the learning where they left off
- A personal review, looking at strengths and weaknesses, and a personal action plan which can be used for purposes of continuing professional development.

Training audit function

This tracks learner progress through the modules and provides the employer with a comprehensive training record of all learners using the system. Access permissions can be restricted – depending upon client requirements so that for example a local manager can access their team records but not records from another department.

This is a powerful tool for managing a training programme with the added benefit of providing training records for all users and a robust audit trail.

Training evaluation

The training evaluation measures the difference that training has made to the learner's perceived capability to manage situations of conflict and violence; the effectiveness of the programme in meeting its objectives; and the extent to which the learner has acquired new knowledge. The transfer of learning to workplace skills is measured two months post training. It provides a true measure of gains from investment in training.

Tailoring to your requirements

The learning modules can be tailored to include project work that relates the learning to situations encountered in the workplace. This can take into account the differing needs of those working in enforcement, health, social care and children's services. Also questions and/or the staff survey can be restructured for specific work issues and roles.

Additional modules can be added according to job role and risk profile, and/or an updating refresher module can be included:

- **refresher module** – enables knowledge levels to be maintained and updates provided. This provides flexibility for managers and learners and reduces time and costs of refresher training
- **lone working** – systems and precautions for working alone
- **dealing with abusive telephone calls** – verbal strategies when no visual contact.





To find the conflict solutions that will make your work safer phone Maybo on **01580 881386** email **info@maybo.com**

For further information on the issues of workplace violence and the news in this area visit **www.maybo.com**

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Bespoke options

In addition to acting as a powerful learning programme the website can be used to host other violence risk management tools:

Incident reporting system is designed to collect specific information on when, where, why and how violence occurs within the organisation. Reports can be automatically generated and tailored to an organisation's specification. The system is designed with the front-line employee in mind and so is quick and easy for them to complete and for managers to review and follow up.

Organisational audit tool guides the employer through the elements of a violence risk management system, prompting them by a series of questions to evidence and evaluate the arrangements they have in place and identify opportunities for improvement.

The system prompts and guides the employer to develop an action plan that will address any shortcomings that have been identified.

Designed to suit your organisation

Branding to the organisation's colour, logo and sector references will be done as part of the package price. Intranet compatibility is possible at extra cost.

Reasons to go on-line with Maybo

Using SAFERonline will enable:

- an integrated solution to conflict management from diagnosis of underlying causes through to evaluation of control measures.
- blending of on-line learning with direct training or in-house tutor training to reduce cost and training abstractions.
- the direct training time to be optimised for developing learner skills and confidence
- all options can be accredited and supported by national qualifications.