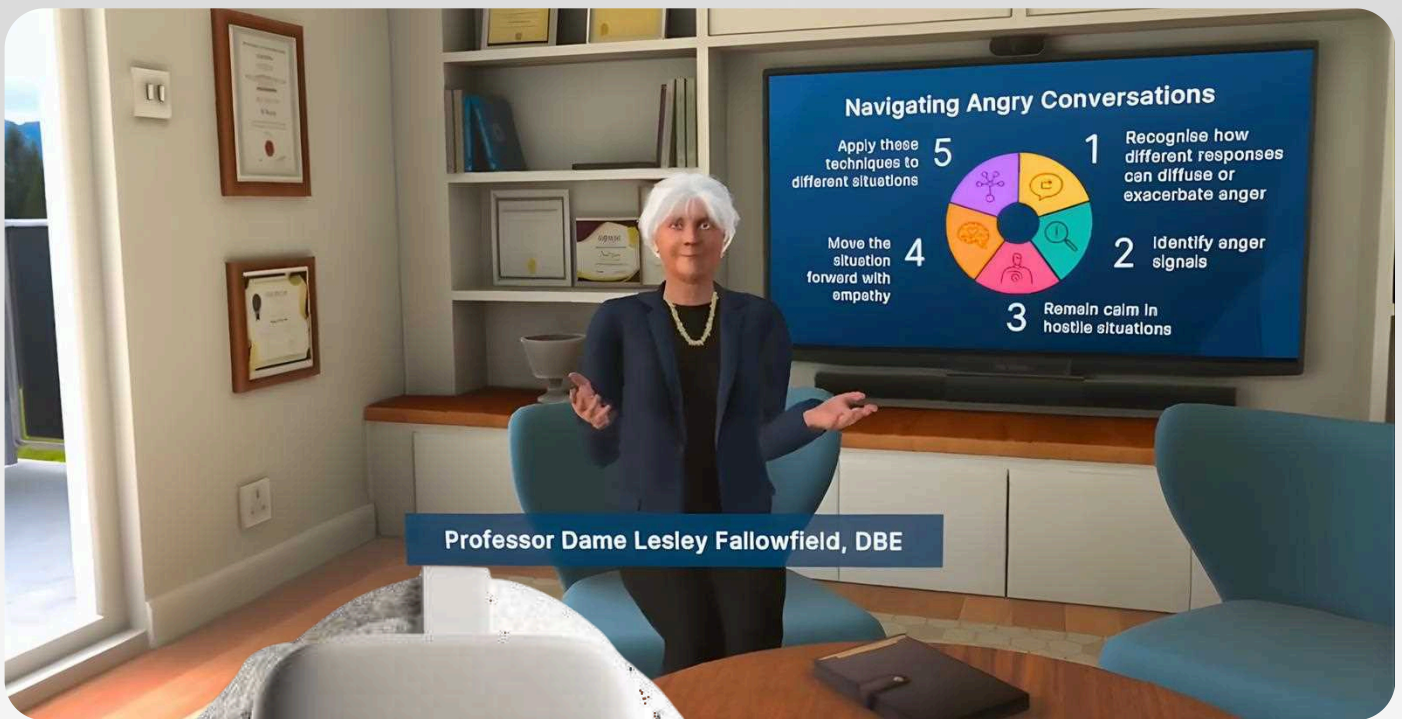




NEXT WORLD

Navigating Angry Conversations

VR Module Overview



Professor Dame Lesley Fallowfield, DBE

VR module created by  bodyswaps



45 minutes



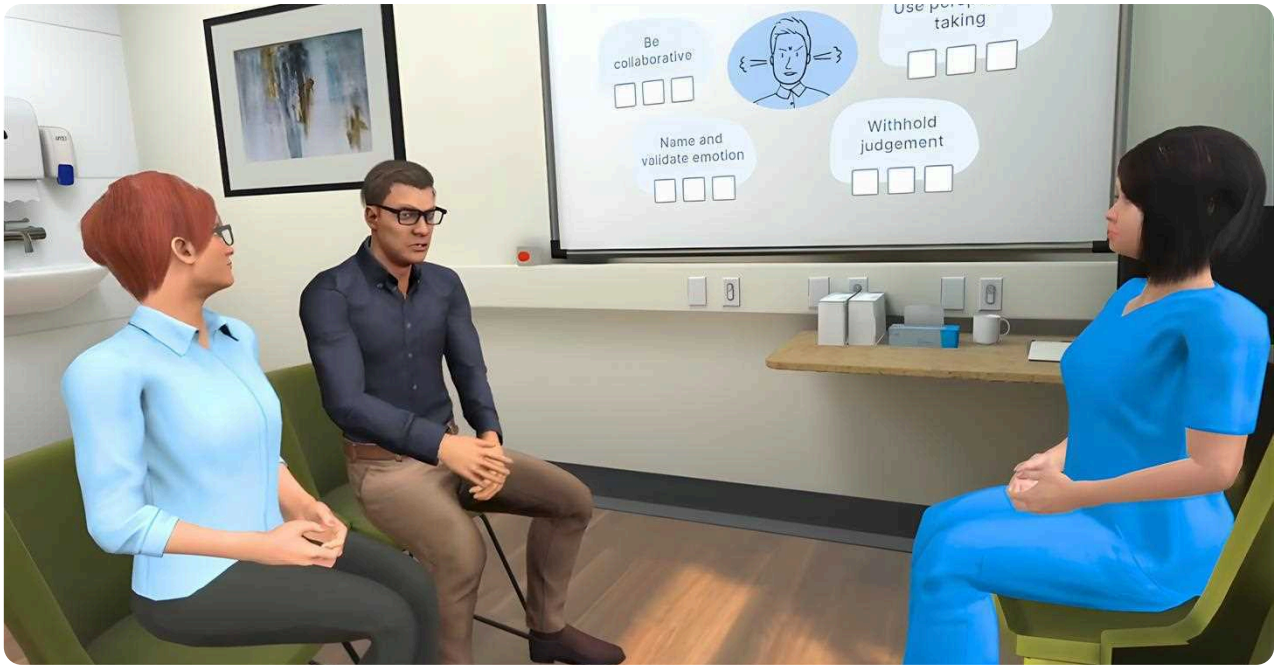
Training



Certificate

Navigating Angry Conversations

This module is part of our Healthcare Module Series



A series of VR training simulations to help newly qualified doctors and medical students to improve patient communications. Developed with The Royal Society of Medicine (RSM).



VR, PC, mobile and web



Completion certificate



LLM & scripted roleplays



Lesson planning resources



AI-powered personalised feedback



25+ Module library

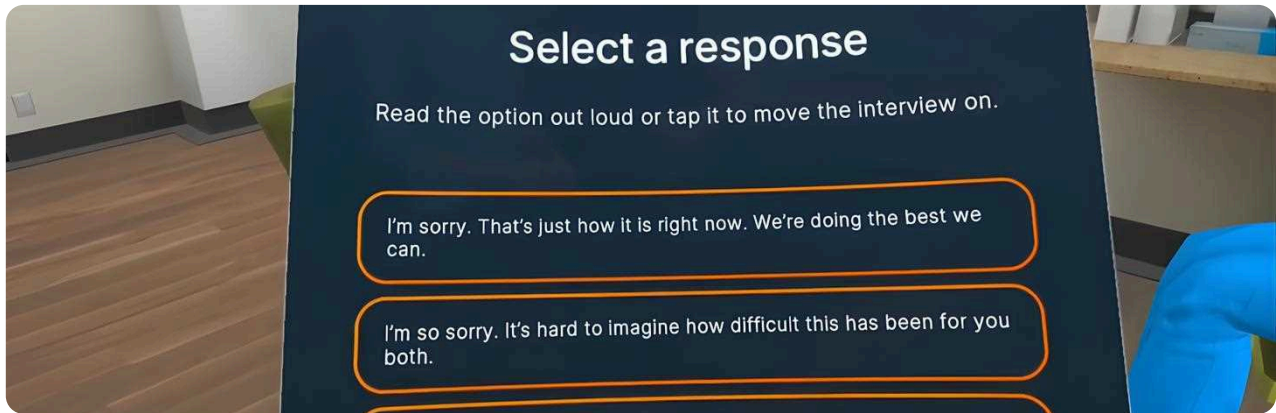
Who is it for?

This comprehensive module is designed for a diverse range of learners and a broad range of competency levels. It's particularly beneficial for:

- **Medical Schools and Health & Social Care programmes:** Supports the development of foundational interpersonal and communication skills. This module was built with subject matter expertise from the Royal Society of Medicine.
- **Medical Schools and Health & Social Care programmes:** Supports the development of key staff-patient communication skills in a variety of situations.
- **Healthcare institutions:** Equips practitioners and students with vital interpersonal communication skills to enhance staff-patient interactions.
- **Nursing Programmes:** This module's learning objectives are aligned with The Essentials: Core Competencies for Professional Nursing Education ("The Essentials") a publication owned by the American Association of Colleges of Nursing, which may be accessed [here](#).

Module Structure

What's included in VR Navigating Angry Conversations



In addition to content-based topics, the entire learner journey also incorporates ancillary activities - such as onboarding, self-reflection and the exit survey.

Ancillary activities take 3-4 minutes to complete and follow a standard format.

It is estimated that each topic will take the learner approximately 5 minutes to complete, although completion times vary depending on whether the learner chooses to repeat topics to explore different options (encouraged) or to fine-tune their freeform responses.

Learning goals

By the end of this series, healthcare professionals will gain the following learning objectives:

- Understanding how different responses can defuse or exacerbate anger
- Identifying anger signals
- Remaining calm in hostile situations
- Responding with empathy to move the situation forward
- Applying these techniques to different situations

Learning these techniques in 'the heat of the moment' can be difficult - and potentially dangerous. Our simulations provide a safe space in which to put the theory into practice and become more comfortable with the methods before using them in real-life interactions with real people.



VR Trainee Certificate

Employees will receive a VR Trainee Certificate upon successfully completing a training module.



Certificate of Completion:
Finished the module, underperformed the pass threshold



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