

Managing difficult situations and conflict management training.

Evidence-based training from the UK's experts.



Evidence-based training from the experts in mental health and behavioural psychology:

This workshop is designed to help organisations and staff to better-understand and manage difficult, hostile and threatening situations with efficiency, dignity and safety.

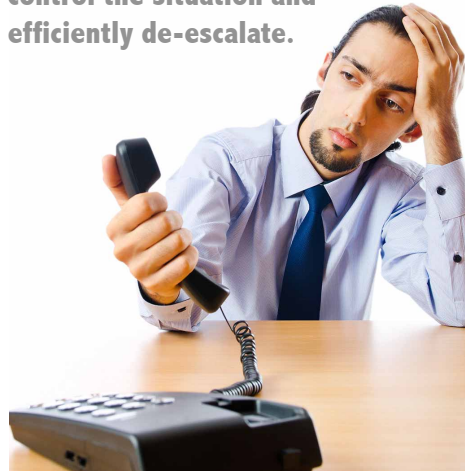
It can be tailored to:

- 1) Telephone-based conflict;**
- 2) Face-to-face conflict;**
- 3) Lone-working related conflict**

This is a unique workshop unlike any other training offered in the UK. The latest peer-reviewed science is blended into a training course which is 100% evidence-based and delivered by a psychology / psychiatry qualified expert in the field of social psychology, personality disorder and forensic mental health. Please take a look at the typical client / delegate evaluations detailed on the reverse. We bespoke-design the training to meet your specific learning objectives and can tailor the training to meet the needs of staff who work on the telephone or meet clients and service-users face-to-face.

There are three unique aspects to this training workshop which are not available from any other comparable training package.

1) Understanding the patterns of behaviour common to inter-personal hostility and tailoring responses to control the situation and efficiently de-escalate.



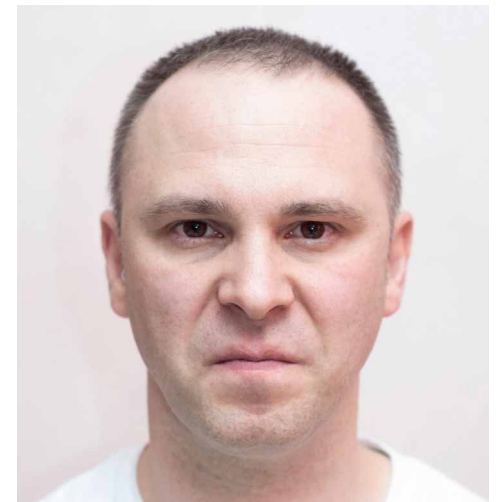
Behavioural psychology identifies common patterns of behaviour in hostile conflict. This training supports staff to better understand and recognise these behaviours and to efficiently manage difficult or hostile situations with evidence-based techniques, that include both defusing and / or assertive models.

The training also clarifies the common errors and conflict-management mistakes that individuals make when interacting with hostile service users or clients. This workshop studies a number of cases that illustrate the dangers of conflict escalation and encourages the adoption of better risk assessments and

conflict management skills in challenging situations. The workshop is designed to reduce stress and empower staff with greater insight, skills and a general capacity to manage potential confrontation with efficacy and improved outcomes.

2) Body-language training to better identify and manage hidden client / service-user emotions, situations hazards and potential deception:

This training incorporates the latest body language and emotion display micro-gesture science to improve the staffs' insight to the nature of emotions, risks and potential deception. Increased insight to the nature of conflict can increase staff confidence, improve



outcomes and help minimise risks through greater hazard awareness. The ability to read emotional displays and micro-gestures of the face offers a range of benefits to individuals trying manage conflict, particularly if the hostile person is not telling the truth.



3) Client / service user mental wellbeing and the risk assessments process. Identifying situational hazards and patterns of behaviour

associated with forensic mental health:

HCR-20^{VS}
Assessing Risk for Violence



There are a range of situational clues that identify potential risks. These may include particular body language gestures, facial / emotional displays. Dynamic risk factors include certain behaviours

associated with personality disorder psychopathology and psychosis, substance misuse and alcohol intoxication and group dynamics. Mental disorder can increase the risks associated with conflict in certain situations and cases. This workshop will support staff to improve risk assessments and to manage difficult or challenging client interactions with an emphasis on personal safety. This workshop also supports organisations and staff in contact with clients and service-users to be more aware of potential forensic mental health risks issues which will help them fulfil their responsibilities for supporting staff safety. This training draws on the experiences of a number of organisations and cases to illustrate the importance of knowledge and improved risk assessment practices.

Why use our organisation to provide your training?

There are many high quality organisations that operate in the field of behavioural psychology and conflict management. But there are many underqualified operators in this sector too. Unfortunately, many myths and fallacies endure in learning environment; or at least remain unchallenged. This can have significant



'Hands-down the best training that I have ever had at Redbridge'
London Borough of Redbridge Council

'Brilliant Day! Really enjoyed discussions and feel I have learnt some important tools to help me communicate more effectively'
Thurrock Council

'Five star! Incredibly interesting, informative, clear and concise. Well done!'
London Borough of Bexley Council



impact of organisational and staff wellbeing in a number of ways. Our training is delivered by an expert with qualifications in Psychology and post-graduate qualification in Psychiatry through the NHS. We pride ourselves on academic quality and qualifications and have partners within the organisation that are qualified Medicine and Law. Our clients and delegates can be confident that the all training has an evidence base and that delegates are supported with training material and resources that has been evaluated to be empirically sound. And we deliver this in a enjoyable and engaging style.

'Wish I could do more training like this. Best training I have ever done'
Guinness Housing

'Simon is a great tutor and has great knowledge. It's lovely to be able to enjoy a course from start to finish. From the science to the backgrounds of people, to the videos and situations, couldn't fault a thing.'
Walsall Housing

'I was impressed by the trainer's vast knowledge around the subject. It was invaluable the psychology behind risk and behaviours and as delivered in a way we all levels and background knowledge could understand. Thank you so much for a brilliant course.'
Waltham Forest Council

What do our clients say about this training?

'This training is possibly the best I have ever been on. I found it all relevant to my role and I now feel more confident in spotting behaviour that could turn nasty and how to take measures to prevent it or to deal with it if the worst came to the worst! Very valuable information to have in my job!. The trainer was extremely knowledgeable and excellent in his training methods.'
Ascis Housing

'This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'
Broadlands District Council

'Very, very useful. One of the best courses I have been on. Will certainly use what I have learnt. Highly recommended for anyone at all that works with tenants and the public Almost essential in my opinion'
Guinness Housing

'Most beneficial training I have ever had – relevant, interesting, inspiring – wish there could be more training like this.'
Northampton Probation Services

'Similar, I assume, to being machine-gunned. Most enjoyable and informative course I have ever attended!'
Pembrokeshire County Council Social Care Workforce



Frontline Training Group
Parker House, Mansfield Road,
Derby DE21 4SZ
01332 362222
info@mentalhealthtraining.co.uk
www.mentalhealthtraining.co.uk

Client List & Evaluations Examples



A very small selection of recent delegate evaluations. Please ask to see copies of the original forms.

'This trainer is amazing! Level of knowledge & the medium in which it was communicated as excellent. Great to receive training at an appropriate level. Brilliant!

Conwy County Council

This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'

Broadlands District Council

'Best course I've been on. Great delivery, Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of an ways in which it could have been improved'

Riverside

'Best Course I've done for years! Bloody Brilliant!'

AMHP Social Worker – Haringey Council

'The course was extremely stimulating and probably the best that I have been on with Longhurst Housing'

Longhurst Housing;

'I haven't gained so much from a day's training for a long while. It's a subject in which I have a great interest . I gained much in terms of revision also new information. I haven't enjoyed learning so much for a while - excellent trainer'

AMHP Social Worker – Haringey Council

'Great course! Wealth of information relevant to my role. Interesting combination of research, evidence-based practice of psychological interventions. Training of a much better academic level than lots of training within service at times. Really enjoyed the day

AMHP Social Worker – Haringey Council

"Hands-down the best training that I have ever had at Redbridge"

London Borough of Redbridge Council

'Very interesting course, learned a lot of valuable tools for use with individuals. Excellent delivery!'

Pembrokeshire County Council Social Care Workforce

'Excellent training, thank you! Interesting and thought provoking. All really relevant'

West Yorkshire Partnership NHS Foundation Trust

'Five star! Incredibly interesting, informative, clear and concise. Well done!'

London Borough of Bexley Council

'Best training I have been on at Riverside - very clear and knowledgeable. We should do more courses like this - much better than the usual mediocre training we are subjected to. No ridiculous games designed to waste time or trainer that have little knowledge of the subject. This course was excellent'.

Riverside ECHG

'Excellent course – trainer's knowledge was exceptional - really enjoyed the course and took away some valuable information/tips to assist me with Lone Working'

Spectrum Housing

'Fantastic tutor, would hope that I would be on a course with Simon again. Best one I have been on. Great material and information. More courses like this, hands down the best course I have been on. The information and knowledge is fantastic'.

Accent Foundation Housing

'An excellent course and trainer. Really interesting and very useful information. So very much better than the previous trainer, etc for lone working. Many thanks'

Spectrum Housing

'Superb. The trainer knows his stuff, very informative and well linked to health and safety. Recommend to all staff who work alone'.

Barnet Council (H&S manager)

'Simon is a great tutor and has great knowledge. It's lovely to be able to enjoy a course from start to finish. From the science to the backgrounds of people, to the videos and situations, couldn't fault a thing'.

Walsall Housing

'I was impressed by the trainer's vast knowledge around the subject. It was invaluable the psychology behind risk and behaviours and as delivered in a way we all levels and background knowledge could understand. Thank you so much for a brilliant course'.

Waltham Forest Council

'Most beneficial training I have ever had - relevant, interesting, inspiring - wish there could be more training like this'.

Northampton Probation Services

'Awesome Session. Trainer was excellent!'

Delos Community

'Simon is the best teacher & facilitator of any workshop I have ever been on'.

Riverside ECHG

'This was an excellent bit of training with superb use of PowerPoint. Everybody was very engaged'.

Poole Housing

'Wish I could do more training like this. Best training I have ever done'

Guinness Housing

'Excellent course, training style was brilliant. Thought provoking and explained content in a way that made sense. Really enjoyable day'

AMHP Social Worker – Havering Council

'Great course, would do it again, very, very good course'

Serco

'Very Good course, very good facilitator'

Barnet Council

'Excellent delivery, trainer extremely knowledgeable and held my attention throughout very relevant to my job'

Royal Windsor & Maidenhead Borough Council

'Really excellent and intellectually challenging training... Excellent facilitator'

Staffordshire County Council

'Brilliant! Recommend it to anyone!'

St Mungos

'Course was fantastic! Trainer as fantastic!'

Barnet Council

'Similar, I assume, to being machine-gunned. Most enjoyable and informative course I have ever attended!'

Pembrokeshire County Council Social Care Workforce

'It was excellent. A training course that I got a lot from and one that I will remember for a long time!'

Erewash Council

'Enjoyed the course, very informative. Knowledgeable facilitator'

South West Yorkshire Partnership NHS Foundation Trust

'Excellent. Best course I've been on!'

Barnet Council

'Thank you. A most stimulating and thorough experience for learning and consolidation. Very enjoyable course!'

West Yorkshire Partnership NHS Foundation Trust

'Really good course, informative, relevant to work, really well presented, knowledge of trainer was excellent.'

AMHP Social Worker – Havering Council

'Brilliant course and trainer. Learnt loads and would like more intense training over more days.'

Riverside

'This training is possibly the best I have ever been on. I found it all relevant to my role and I now feel more confident in spotting behaviour that could turn nasty and how to take measures to prevent it or to deal with it if the worst came to the worst! Very valuable information to have in my job!. The trainer was extremely knowledgeable and excellent in his training methods.'

Ascis Housing

'This was an excellent training day. I have learnt so much and will be able to put what I have learnt into practice. Great Trainer!'

Nottingham Community Housing

'It was brilliant training, really informative and delivered at excellent pace'

Riverside

'Brilliant. Great use of PowerPoint / videos etc - suited different learning styles'

Royal Windsor & Maidenhead Borough Council

'The best violence and aggression course that I have ever been on. Very interesting'-

London Barking & Dagenham Council

'The course has been most interesting and will be put to good use. I could have quite happily covered more on the subject matter'

Thames Valley Police

Very good course, trainer was very good at bringing the subjects together'

AMHP Social Worker – Havering Council

'A very good course, very detailed and informative. Strongly recommend it. The trainer was extremely skilful and knowledgeable.'

AMHP Social Worker – Haringey Council

'Hands-down the best training that I have had at Redbridge! Appropriately academic, excellent practical tips. This was brilliant, more of the same calibre training would be appreciated.'

Redbridge Borough Council

'Thought that this was an outstanding course and very beneficial'

Guildford Borough Council

'Most Interesting course I've been on in years!'

Nottinghamshire Probation

'I have done lone worker training etc in the past and this course was by far the best I have attended.'

Boston Mayflower

'Best training I have ever attended: Interesting, relevant & beneficial.'

Southern Housing Group

'Excellent training. Interesting and engaging material. Learnt new knowledge'

AMHP Social Worker – Haringey Council

'Ok there... just say a big thank you to Simon for today's presentation..... I was totally absorbed for hours! It was probably the best training day I have ever had!'

North Wales Housing

'Very, very useful. One of the best courses I have been on. Will certainly use what I have learnt. Highly recommended for anyone at all that works with tenants and the public. Almost essential in my opinion'

Guinness Housing

'Fantastic course!'

Accent Foundation Housing

'Excellent, very interesting course' Relevant to the job, very useful, very in-depth'

Spire Housing

'Excellent course, Excellent Tutor and very interesting'

Nottinghamshire Probation

'Brilliant course!'

Hightown Praetorian & Churches Housing

'Very good course, interesting subject and will be able to use the techniques in my work'

St Mungos

'Excellent Course! Very well presented, engaging, relevant and informative. Could have done with more time'

Derbyshire Fire & Rescue

'Extremely informative.'

AMHP Social Worker –Enfield Council

'The case studies were most useful as I was able to link the learnt theory to a situation'

Thames Valley Police

'Very interesting, Simon was very knowledgeable & clearly an expert in his field'

Accent Nene Housing

'Almost all of the course was useful, and extremely well structured, and very well presented from start to finish'

Walsall Housing Group

'Excellent'

Harrow Council

'Very clear information. Excellent tutor. Very informative and interesting.'

London Borough of Bexley Council

'1st Class!'

Guinness Housing

'How could it be improved? I don't think that it could be improved at all!'

Thurrock Council

Really enjoyed yesterday, the course was at a relaxed pace and the gentleman who delivered the training was clearly experienced and interesting to listen to. What I found useful is the importance of looking for signs to actually avoid confrontation, like tenants body language and remembering the value of checking tenant history before you go out on visits.

Ascis Housing

'Should have done this over a year ago'. Very Impressive'

Guinness Housing

'Very, very interesting. Very useful tools.'

London Borough of Bexley Council

'An excellent course which was very well presented and gave enough background information to understand'

Cheshire Plains & Peaks Homes

'Trainer had an excellent approach to the subject and was really personable. Interesting confidence-building session'

Broadlands District Council

'Brilliant course, totally absorbing and enlightening'

Impact Housing

'Invaluable experience best trainer. Made the learning experience worthwhile'

Erewash Council

'Felt the course was absolutely excellent. Trainer enables me to be engaged consistently. Brilliant Course'

Haringey Council

'Great use of media footage, good straight forward explanation of personality disorder and mental health and the differences therein. Great Trainer!'

Nottingham Community Housing

'One of the best courses I have ever attended. Very informative and useful for all public facing workers'-

Thanet District Council

Client List

A2 Housing
AB Connectors
Accent Group
Accord Housing
Addaction
Addiction Dependency Solutions
Affinity Sutton Housing
Agriculture & Horticulture Development Board
Aire Valley Homes
Aldingbourne Trust
Alliance Homes
Ambassador Theatre Group
Anchor Trust
Arden & Greater East Midlands NHS Commissioning Group
Ascis Housing
Ashfield Homes
Askham Bryan College
Aske Haberdashers Foundation
Aylesbury Youth Offending Service
Affinity Sutton
Avon & Somerset Probation Services
Barnet Council
Barnet, Haringey & Enfield Mental Health Trust
Blaby District Council
Blackburn with Darwen Borough Council
Babergh District Council
Barca Leeds
Barchester Healthcare
Barking & Dagenham Council
Barnet & Enfield Mental Health Trust
Barnet Homes
Barnsbury Housing
Bournemouth Council
Blue Mountain Homes Blackpool
BPHA
Coastal Housing
Blackburn & Darwen Borough Council
Blackpool Council
Blackpool and the Fylde College
Blackwood Housing
Bloom Procurement Services
Blue Water Homes
Boston Mayflower
Bournemouth Borough Council
Bradford Community Housing Trust
Bridgnorth District Council
Brighton & Hove City Council
Bramble House Care
Branston Limited
Broadacres Housing Association
Broadland District Council
Bromsgrove & Redditch Council
Broadway Park Housing Association
Broxbourne Council
Broxtowe Borough Council
Buckinghamshire County Council
Building Design Partnership
CABA
Capita
Cambridgeshire County Council
Cambridge YMCA
Camphill Village Trust
Capel Manor College
Cardiff Bus Company
Cardiff Community Housing Association
Cardinal Newman College
Care & Repair Cymru
Care 2 Share
Care & Repair Cymru
Caretech / NCLD
Carlisle City Council
Carlisle Housing Association
Carrgomm
Castle Rock Edinvar Housing (Scotland)
CC Housing
Charnwood Council
Cheltenham Borough Council
Cheltenham Borough Homes
Cherwell District Council
Cheshire East County Council
Cheshire West & Chester Council
Cheshire Peaks & Plains Housing
Chesterfield Borough Council
CHP Housing
Christchurch Borough Council
Christian Action Housing
City West Homes
Community Gateway Housing
Community Options
Community Building Services
Conwy Borough Council
Corby Council
Coventry City Council
Cross Keys Homes
Cumbria County Council
Cymdeithas Tai Clwyd Cyf (Housing)
Dartford Borough Council
Delos Community
Derbyshire Fire & Rescue Service
Derbyshire Probation Services
Derviento Housing
Derwent Living
Devon County Council
DCH Housing Group
Delos Community
Denbigshire County Council
Devon & Somerset Fire & Rescue
Dover District Council
Dumfries & Galloway Housing
Dumfries & Galloway Council (social services)
Dunbritton Housing
Dunstable College
Durham County Council
Dover Council (HR Partnership)
ECHG
Ealing Council
Easthall Park Housing
East Hertfordshire District Council
East North East Homes
East Northamptonshire Council
East Staffordshire Borough Council
East Sussex County Council
Eden Housing
EHRA / Blairtummock Housing Association
Elim Housing
Emmaus Oxford
Enable Housing
Endeavour Housing
Enfield Council
English Churches Housing Group
Erewash Borough Council
Falconwood Academy
Family Housing Association (Wales)
Family Mosaic
Fareham Borough Council
Fife Housing
First Choice Housing
Fitzroy
Flexicon Ltd
Flintshire Council
Forestry Commission Scotland
Futures Housing
G4S Care & Justice Services
Gateshead Council
Geffyre Museum
Geoff Ashcroft Community
Glaxo Smith Kline
Gloucestershire City Council
Gloucestershire County Council
Gloucester City Homes
Gloucestershire Housing Association
Gosport Borough Council
Govan Housing Association
Great Yarmouth Borough Council
Grange Housing
Granta Housing Society
Groundwork
Guildford Borough Council
Guinness Northern Counties Housing
Gwynedd Council
G4s
Haberdashers' Aske's Crayford Academy
Hackney Council
Harrow Council of London
Hart Council
Havebury Housing
Havering Council
Haringey Council
Harlow Council
Hart District Council
Harris Academy Falconwood
Harvey Girls Centre
Heantun Housing
Heritage Care
Hertfordshire Housing Association
Hestia Housing
Hexagon Housing
Homes for Haringey
Home from Home Care
Hornsey YMCA
Hounslow & Richmond NHS Community Care
Hull Churches Housing
Humberstone Fire & Rescue
Huntingdonshire District Council
Hyde Housing
Hythe Rotary Housing
Incommunities Housing
Impact Housing
Incommunities Housing
Innisfree Housing
Institute of Engineering & Technology
InStreatham BID
Inverness Woman's Aid
Irene Taylor Trust

Isle of Anglesey County Council	Northampton College	Staffordshire Moorlands District Council
Jem Support Services	Northampton Probation Services	Spire Housing
Juniper Training	Northern College	St Anne's Community Services
Keepmoat Homes	North Star Housing	Start 2 Stop
Keniston Housing Association	Nottingham Communiity Housing	Stafford and Rural Homes
Kent Probation	Nottinghamshire County Council	Staffordshire County Council
Kettering Borough Council	Nottingham Probation Trust	Sova
Lakehouse	Nottingham Housing	South Birmingham NHS Trust
Lambeth College	North Dorset District Council	South Cambridgeshire District Council
Lambeth Borough of London Council	North Herts District Council	South Derbyshire District Council
Lancashire County Council	North Kesteven Borough Council	Southwark College
Lancashire Fire & Rescue	Novas Scarman	Southern Housing Group
Langley House Trust	Nuneaton & Bedworth Borough Council	Southend Council
Langstane Housing Association	Ocean Housing Group	South Northamptonshire Council
Leicestershire NHS Trust	Oldham Lifelong Learning Service (Oldham)	South Norfolk Council
Lincolnshire YMCA	Orchard Shipman Housing	South Tyneside Council
Lincolnshire Training Forum	Oxfordshire County Council	South Tyneside Homes
Lincolnshire County Council	Oxfordshire Crossroads	South West Yorkshire NHS –Foundation Trust
Lincolnshire YMCA	P3 Charity	South Yorkshire Passenger Transport Executive
London Borough of Bexley Council	Park Nursing	Southwark College
London Borough of Camden Council	Partick Housing Association	Spectrum Housing
London Borough of Harrow Council	Pembrokeshire County Council	SPV Group
London Borough of Havering Council	Peveral Management	St Mungos
London Borough of Hillingdon Council	Pfizer Limited	St Vincent's Housing
London Borough of Hounslow Council	Plus Dane Group	Sussex Downs Conservation Board
London Borough of Lambeth Council	Poole Housing Partnership	Synergy Housing
London Borough of Redbridge Council	Positive Steps	Taff Housing
London Borough of Richmond upon Thames Council	Preston City Council	Teach First
London Borough of Sutton Council	Progress Housing Group	Tewkesbury Council
London Cyrenians	PRMA Consulting	Thanet District Council
Longhurst Housing Group	Progress Housing Association	Thales Training
Look Ahead Housing	Reach Supported Living	Thanet District Council
Loreburn Housing	Redbridge Borough Council	Thermofisher Limited
Lorretto Care	Redditch Borough Council	Glaxo Smith Kline
Lowestoft College	Reach Supported Living	The Ashdown Forest Centre
L&Q Group	Reason Care	Thames Valley Police
Lakehouse	Reliance Security Task Management (Prisoner Services)	Torfaen County Borough Council
Luminus Group	Residential Management Group	Tonbridge & Malling Borough Council
The Lyme Trust	Rhondda Cynon Taf County Borough Council	Thurrock Council
Macclesfield Borough Council	Richmond upon Thames College	Triangle Housing (Belfast)
Magenta Living	Ridghill Housing Association	Trust Housing
Manchester Specialist Midwifery Services	Riverside	Tuntum Housing
Margaret Blackwood Housing Association (Scotland)	Rochdale Boroughwide Housing	Turning Point
Mayday Trust	RMBC	Tyndale Council
Melton Borough Council	Rosebery Housing	United Welsh Housing
Mendip District Council	Rotherham Borough Council	Royal Windsor & Maidenhead Youth Offending Team
Mental Health Matters	Royal Berkshire Fire & Rescue	Vertex
Mid Beds District Council	Royal Borough of Kingston upon Thames Council	Wakefield District Housing
Milton Keynes Council	Royal Borough of Windsor & Maidenhead Council	Walsall Council
Mind	Rushmoor Borough Council	Walsall Housing Group
Mole Valley District Council	Rutland County Council	Waltham Forest Borough Council
National Autistic Society	SAM	Wandle Housing
Network Housing	Sanofi Aventis	Waterloo Housing
Newcastle City Council	Saxon Weald Housing	Watmos Community Housing
Newcastle-Under-Lyme Council	Selby District Council	Waverley Borough Council
New Boundaries Group	Serco	WDR
Newham College of Further Education	Second Step	Wealdon District Council
Newark & Sherwood District Council / Homes	Selby District Council	Welwyn & Hatfield Borough Council
New Boundaries Group	Sentinel Housing Association	Welwyn & Hatfield Homes
Newcastle City Council	Seton Care	West Devon Homes
Newcastle Under Lyme Borough Council	Scottish Fire & Rescue	West Kent Housing
New Forest District Council	Sheffield City Council	Westway housing
New Forest National Parks Authority	SHI UK	West Edinburgh Action (WEACT)
Newham College of Further Education	Shropshire Council	West Gloucestershire PCT
Newydd Housing Association	Shropshire NHS	West Kent Housing