PERSONALITY DISORDER TRAINING.
Personality disorders are best understood as unusual or extreme personality types that present with complex cognitive, emotional and behavioural vulnerabilities resulting in suffering to the individual and a profound hindrance to interpersonal functioning.

This workshop is designed to help staff better-understand the psychopathology of personality disorder and to improve interactions and the management of potential risks with greater insight and efficacy.

This training offers a key focus on Borderline Personality Disorder (BPD), but the full spectrum of personality disorders are discussed to improve knowledge and to help staff put behaviours into a context.

PD (particularly BPD) may be defined by its characteristic patterns in disturbed cognitions, experiencing and expressing of emotions and relating to others in general. This is a complex study area and presents academic and clinical challenges to the professional and the layman alike. This workshop offers an accessible understanding of personality disorder pathology and its inherent challenges and risks. This workshop should improve client safety and staff interactions through a better understanding of client sensitivities, typical clinical traps and potential risk scenarios. This event represents a commitment to help staff make sense of client reactions and responses within different contexts, to develop effective communication skills and to recognise the importance of managing risk and effective team work when working with clients indicated for personality disorder.

**Typical characteristics which might indicate the presence of personality disorder could include:**

- Rapidly changing moods, emotional hypersensitivity;
- May present with behaviours designed to elicit a saving response in others;
- Has a high need for close relationships that are typically conflicted; characterised by instability and abandonment fears;
- Compromised ability to 'mentalise' (understand the mind, motives and feelings of others);
- Deliberate self-injurious behaviours and other traumatic acting-out behaviours, often self-destructive;
- Pathological attachments and proximity seeking;
- Compromised mindfulness and reality testing with a bias towards perceived rejection and abandonment cues;
- Compromised empathy and reciprocity;
- Difficulty controlling behaviour and regulating emotions with externalising and internalising consequences;
- May present with Fabricated illnesses, Factitious / Munchausen behaviours, Somatisation disorders and health anxieties;
- High levels of Impulsivity;
- High levels of suspiciousness;
- An absence of prosocial emotions;
- Complex and stormy inter-personal relationships;
- Callousness and impaired reciprocity;
- Intense emotional outbursts;
- A need for instant gratification;
- Extremely sensitive to invalidations.

The consequences of these factors results in an 'egg-shell' environment, compromised client / support staff relationships and a sense of impending disaster.

This training workshop will furnish delegates with a more comprehensive understanding of personality disorder psychiatry, the common risks and challenges and the general science of mental illness. It aims to support staff in their abilities to pre-empt, characterise and support this complex client / patient group.
Learning outcomes:
This course is designed to help organisations, and individuals, commonly working in the social care sector (but not limited to), to understand the psychology and psychiatry of personality disorder pathology and to better support and manage individuals who are vulnerable to emotional dysregulation. It is delivered by a psychology-qualified consultant trained in psychiatry through the NHS. The training is dedicated to the wellbeing of all.

This workshop offers a stepwise approach to developing a more comprehensive working model of personality disorder in general and offers a detailed focus on Borderline Personality Disorder / Emotionally Unstable Personality Disorder.

At the end of this training, delegates will have:

- An improved understanding of non-suicidal self-injury (NSSI) and parasuicidality. Their functions and associations with Personality Disorder and psychiatry in general. With a view to informing best practice in interaction styles and risk management;

- Understanding the cognitive and behavioural vulnerabilities associated with Personality Disorder and the common problems that challenge service providers;

- Improving communication and interactional skills through appropriate validation and dialectic-orientated communication styles;

- Understand and recognise the common psychiatric disorders that may co-present with Personality Disorder;

- A clearer understanding of the experience of Personality Disorder from the perspective or service users;

- Understand Personality Disorder from the perspective of the NHS;

- Understanding Personality Disorder from the viewpoint of forensic psychiatry to improve safety;

- Understanding the psychotherapies dedicated to the field of Personality Disorder and how to employ their principles to improve support;

- Develop and implement crisis plans to support individuals at potential risk;

- Recognising risks and emergencies and escalating concerns / communicating appropriately with key healthcare providers and emergency services;

- Access to a wide range of peer-reviewed articles associated with suicide science;

- A 50-page industry-standard diagnostic workbook (DSM5) and access to further learning materials and peer-reviewed articles;

- Access to free post-training support.

The workshop usually starts at 9.15am for 9.30 and finishes at 4.15pm

‘The course was really good in creating knowledge about a very complex subject. I have had PD training before but was left confused, this course fixed that. The content was very good. Simon is super knowledgeable’!
London Cyrenians

‘Very relevant and useful information provided. I will definitely be implementing the HCR20 form’. ‘Brilliant information / course from a brilliant speaker’.
Conwy County Council
# Course Overview: Step-by-step through the day

(This training is evidence-based and uses accessible clear language and concepts at all times)

<table>
<thead>
<tr>
<th>Course Start 9.30</th>
<th>Introduction to the human mind:</th>
<th>Training format:</th>
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<tbody>
<tr>
<td>9.30 to 9.45 am:</td>
<td>- Cognitions;</td>
<td>Interactional teaching style</td>
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<tr>
<td>Introduction to the course, the agenda, introduction to risk assessment forms and to the DSM 5</td>
<td>- Emotions;</td>
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<td>- Behaviours;</td>
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<td>- Human Brain;</td>
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<td>- Body &amp; Physiology (and its relationship to mental wellbeing)</td>
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<td></td>
<td>- Childhood &amp; Developmental Experiences and their relationship with mental wellbeing</td>
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<td></td>
<td>Understanding the problems associated with abnormal processes of the above and how these may potentially present in personality disorder psychopathology</td>
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<table>
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<tr>
<th>9.45 – to 12.30 pm (with appropriate break)</th>
<th>Understanding the psychopathology of personality disorder:</th>
<th>Training format:</th>
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<tbody>
<tr>
<td></td>
<td>- The diagnostic criteria as identified in DSM and ICD and understanding the consequences of these vulnerabilities to both client and service provider (with a key focus on rejection sensitivity, abandonment anxieties and emotional dysregulation);</td>
<td>Interactional teaching style. Use of workbook to support knowledge and enhance learning / management after completion of training</td>
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<td>- Recognising the symptoms of Personality Disorder and tailoring interpersonal interactions appropriately to better-manage client support;</td>
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<td>- Understanding the principles of ‘mentalisation’ and the consequences to client and service provider when mentalisation is impaired;</td>
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<td>- Understanding the potential functions of self injury and parasuicidal behaviours; (cont)</td>
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<td>Training format (for each disorder):</td>
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<td></td>
<td>- Video examples and patient experiences:</td>
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<td>- Interpreting the symptoms in clients. Patients and service users;</td>
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<td></td>
<td>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</td>
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</table>
### 12.30 to 1.15 (Lunch break) – flexible

- Recognise co-occurring mental health diagnosis in clients indicated for personality disorder and understanding / challenging the typical blocks to appropriate treatment;
- Understanding Personality Disorder from the viewpoint of forensic psychiatry to improve safety;
- ‘Invalidation’ - its meaning and consequences to the mind of a psychologically vulnerable person;
- The principles and practice of validation;

### 1.15 to 4.15 pm:

#### Case studies.

**Improving interactions through an appropriate counselling approach informed by standard treatments validated for Personality Disorder pathology to reduce suffering, minimise risk and support signposting processes**

- Three client cases will be discussed to illustrate the sensitivity of clients indicated for Personality Disorder and the consequences of their vulnerabilities in a chain analysis of emotions and behaviours study to better-inform support and improve interactions;
- The principles of Dialectical Behaviour Therapy (DBT) and Mentalisation Based Therapy and using these strategies to improve client wellbeing.

The afternoon session supports delegates to improve their interational styles using the guiding principles of DBT & MBT to improve client / patient safety, reducing interpersonal conflict and better support individuals at times of crisis.

Gentle role play will be involved.

### Training format:

**Interactional teaching style.**

Use of workbook to support knowledge and enhance learning / management after completion of training.

‘Gentle’ role play is usually involved in the afternoon workshop.

Reflection and debriefing will take place at the end of the workshop to support ‘emotional decompression’.
<table>
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<tr>
<th>Post training Support</th>
<th>Access to help after the event:</th>
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<tbody>
<tr>
<td>All delegates will be given access to our Cloud storage which maintains:</td>
<td>All delegates are encouraged to use our free post-training telephone service which may be invaluable due to the complexity of general psychiatry and abnormal psychology.</td>
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<tr>
<td>- A wide range of further reading material,</td>
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<tr>
<td>- Free access to peer-reviewed literature,</td>
<td>We can:</td>
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<tr>
<td>- Other workbooks;</td>
<td>- give guidance impartial on risk management &amp; diagnosis, treatment considerations,</td>
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<tr>
<td>- Cognitive Behavioural Therapy training material;</td>
<td>- mental health law / capacity legislation, getting the best service from the statutory services;</td>
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<td>- Risk Assessment tools;</td>
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<td>- Screening tools used in Psychiatry;</td>
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Smartcare is Mental Health Training's Cognitive Behavioural Therapy model for the layman. The principles of CBT are blended into training courses to improve client interactions and counselling support.
Complimentary Course:
Mental Health Awareness training
Bespoke training dedicated to your workplace.
Delivered by the UK’s leading provider of mental health and psychology-based training.

Mental illness (psychiatric disorder) is a complex area of study and can be a challenging topic. Yet psychiatric disorder is prevalent in society and most individuals or their families have some experience of mental health problems, either directly or through friendships.

Individuals working in settings commonly meet and support individuals with psychiatric disorder whether they realise it or not. Signs and symptoms of psychiatric disorder may manifest in unusual thought patterns, emotional vulnerabilities and / or behaviours that may challenge staffs’ personal resources. This training supports staff to better-understand the world of psychiatric illness, recognise and contextualise patterns of behaviour and to fine-tune skills to improve outcomes for all. This training does not stigmatise or use any inappropriate language. This is a welcoming and articulate training course that embraces life’s experiences and our common vulnerabilities.

There is a difference between psychological problems / vulnerabilities and diagnosable mental health / psychiatric disorder. Some of the challenging behaviours that commonly present in local government settings would not be recognised as symptoms of mental illness in primary or secondary care. Consequently, this workshop will clarify the differences between psychiatric illness and irrational and challenging behaviours which allows staff to manage challenging behaviours with increased insight and appropriate interventions.

Stigmatising language will be avoided in all cases. This mental health training is designed to improve knowledge, improve confidence (and reduce anxiety), improve interactional skills, understand the importance of escalating concerns and assessing risks where appropriate.

This is an interactive and flexible workshop which is dedicated to typical local government setting and work. It is designed to support individuals working in customer-facing / public-facing roles.

Learning outcomes:
At the end of this training, delegates will have:

- An improved understanding of mental disorder and psychiatric illness with a key focus on:- Major Depression, Bipolar Disorders; Anxiety-related Disorders including OCD, Panic Disorder & Agoraphobia; Chronic Psychosis & Schizophrenia; Personality Disorders, Dementia-related Syndromes, Mental Disorder associated with Substance Misuse.
- A clearer understanding of the experience of mental disorder from the perspective or service users;
- An improved ability interact appropriately – including validation skills, appropriate non-verbal behaviours and signposting skills;
- Risk management skills (where appropriate) — This includes managing the risks to both service user and staff where appropriate;
- A 50-page industry-standard diagnostic workbook (DSM5) and access to further learning materials and peer-reviewed articles;
- Access to free post-training support.
**Complimentary Course:**
**Understanding & Managing Workplace Stress. A workshop for managers**

*Bespoke training for managers and staff. Delivered by the UK’s leading provider of mental health and psychology-based training.*

‘Stress’ is what we experience when the threat and demands of our environment exceed our perceived ability to cope Goldstein’s (1959). It is generally accepted that ‘stress’ is the consequences of environmental and situational demands and will be exacerbated by individual vulnerabilities / differences which may include:

- Perfectionism;
- External loss of control;
- Poor communication skills;
- Emotional lability and vulnerability to anger;
- Rumination & obsessing;
- Individual ‘schemas’ and distorted thinking (conditional beliefs and attributional errors);
- Physiology (HPA Axis response)

Signs of stress can be seen in people, especially in changes in cognition and behaviour. Acute responses to stress may be in the areas of feelings (for example, anxiety, depression, irritability, fatigue), in behaviours (for example, being withdrawn, aggressive, tearful, unmotivated), in thinking (for example, difficulties of concentration and problem solving) or in physical symptoms (for example, palpitations, nausea, headaches). If stress persists, there are changes in neuroendocrine, cardiovascular, autonomic and immunological functioning, leading to mental and physical ill health (for example anxiety, depression, heart disease).

An individual exposed to stress in the workplace may develop a sense of resentment; believing that management misrecognise their concerns or invalidate their experiences. This scenario may manifest in uncomfortable group dynamics, compromised performance, potentially subversive behaviours and escalation to primary care providers which may results in staff absences and negative consequences for all.

Clearly, stress has consequences to the wellbeing of people and inevitably the organisations that support them. This is a uniquely complex area of psychology and psychiatry and must addressed in a skilled and organised way if individuals, organisations and managers are to make healthy changes with better-managed interventions. Whilst physical and psychiatric illness can manifest in, or exacerbate individual’s stress, irrational psychological processes may be central to the problem. Managers can effectively manage employee stress with better knowledge of the problem and appropriate interactional styles. The training seminar: This workshop looks closely at the ‘Cycle of Stress’, and supports managers to understand the psychological interactions and factors that commonly underpin stress-related behaviours in the workplace psychopathology.
What do our clients say?

‘Really excellent and intellectually challenging training Course was fantastic! Trainer is fantastic!’
- Barnet Council

‘Best Course I’ve done for years! Bloody Brilliant’!
- AMHP Social Worker, Haringey Council

‘The best lone working & violence and aggression course that I have ever been on. Very interesting’
- London Barking & Dagenham 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

‘An amazing course. It was nice to attend a course which stimulates us and was set at an appropriate academic and knowledge base level. Please can we have access to more training of this level instead of the usual superficial ones. Excellent. Please can we have more, whatever the cost.’
- Conwy County 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

‘Best training I have done. Totally suited my role.’
- Riverside

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- Broadlands District Council

‘Wish I could do more training like this. Best training I have ever done’
- Guinness Housing

‘It was mind blowing. Communication and understanding the tenant’s mentality and attitude’
- Riverside

‘Fabulous! – informative, and showing absolute empathy for this difficult client group.’
- Conwy County Council

‘I haven’t gained so much from a days training for a long while. It’s a subject in which I have gained a great interest, I gained much in terms of revision and also new information. I haven’t enjoyed learning so much for a while – excellent trainer’
- Haringey Council

‘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

‘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

Can I come again? Please, Please Please!
- Haringey Council

‘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

‘Fantastic!! More training at this level please.’
- Conwy County Council

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

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

“Simon is the best teacher & facilitator of any workshop I have ever been on”.
- Riverside

The whole learning package was greatly presented and you are great energised passionate trainer. All the best keep up the good work!!
- Riverside

FROM THE UK’S LEADING PROVIDER OF ONSITE MENTAL HEALTH TRAINING
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“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

‘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

‘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

‘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

‘Brilliant. Great use of PowerPoint / videos etc – suited different learning styles’
- Royal Windsor & maidenhead Borough Council

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

‘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

‘Most Interesting course I've been on in years!’
- Nottinghamshire Probation

‘Excellent. Would recommend to colleagues. Very good!’
- Staffordshire County Council

‘Best training I have ever attended: Interesting, relevant & beneficial.
- Southern Housing Group

‘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

‘How could it be improved? I don't think that it could be improved at all!’
- Thurrock Council

‘Excellent tutor!’. London Borough of Bexley Council

‘Excellent knowledge, pitched at right level. Explained in 'Layman's terms'.
- London Borough of Bexley Council

(we have hundreds of similar evaluations, please ask for more information)