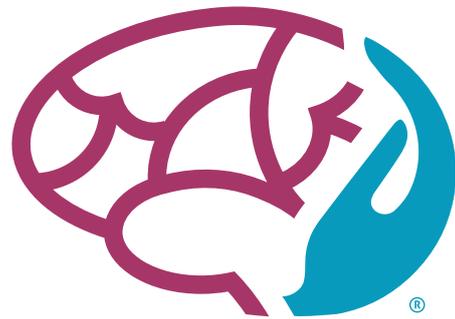
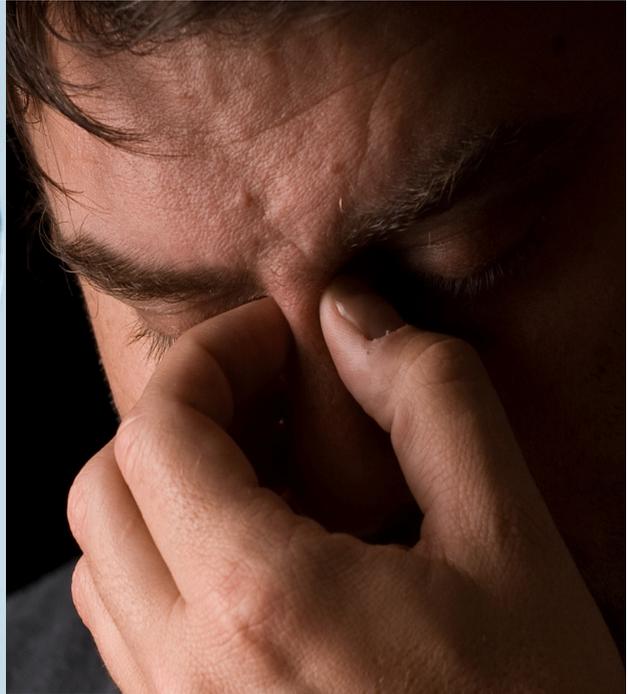


FROM THE UK'S LEADING PROVIDER OF ONSITE MENTAL HEALTH TRAINING



SMARTCARE

BECAUSE WE ARE WHA WE THINK

**SELF HARM & SUICIDE
AWARENESS TRAINING.**

 **Mental Health
Training.co.uk**

Self Harm & Suicide Awareness Recognise, Respond, Refer.

Supporting individuals and organisations to better-understand the psychology and psychiatry of self-harm related behaviours. Improving interactions, assessing and managing risks and signposting / escalating concerns.



Suicide is one of the top three causes of death in people aged 10-44 years throughout the world.

In the UK, suicide rates fell from a peak in the 1980s in men and women, but they have started to rise again in the past few years with the highest rates in men aged 30-59 years.

Self harm is defined in most healthcare settings as any act of self poisoning or self injury irrespective of motivation but generally excludes habitual behaviours such as hair pulling and the consequences of excessive consumption of alcohol or drugs.

Self harm is one of the five leading causes of hospital admission and is associated with a significantly increased risk of subsequent death, much of it by suicide *

* (South West Public Health Observatory: Suicide and self-harm in the South West. September 2011)

Inevitably, suicidal and self-injurious behaviours are associated with psychiatric illness, or at least psychological vulnerability and should be addressed within this framework. The science of self harm and suicide within the field of psychological medicine is a complex area that can challenge even the most seasoned professional. Even the term 'self harm' can be misconstrued. An emotionally vulnerable person may turn to 'self-harming' actions to attenuate aversive arousal or elicit care-related responses from others. From this perspective, self harm is most commonly non-suicidal in nature yet this added layer of complexity inevitably leads to service user stigma, concerned, yet confused onlookers and a healthcare system that may be in a state of conflict at times? Awareness of the disparate factors associated with the science of suicidality is essential to inform and improve risk assessments and to effectively support individuals at risk.

This workshop is designed to support individuals and organisations to better-understand this complex field, improve a general ability to recognise individuals at risk and to develop appropriate interactional skills to support and signpost where possible. It is delivered by a psychology-qualified consultant trained in psychiatry through the NHS.

The latest peer-reviewed research is blended into this training to ensure an appropriate evidence-based approach and this will be made available to all delegates on the day. The process of risk assessment is addressed with appropriate screening tools and participants will learn to fine-tune their ability to identify and support individuals at risk.

This is a welcoming and articulate training course that embraces life's experiences and our common vulnerabilities. Stigmatising language will be avoided in all cases.



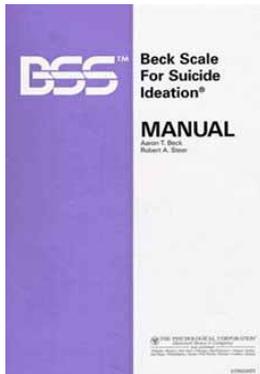


Learning outcomes:

This course is designed to help organisations, and individuals, commonly working in the social care sector (but not limited to), to understand the science of self harm and suicide and to better identify and support individuals who are vulnerable to potential self harm. 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 self injury, self harm and suicide in order to inform risk assessment processes, appropriate interactions, signposting and escalation of concerns at times of potential crisis.



At the end of this training, delegates will have:

- An improved understanding of non-suicidal self injury (NSSI) and its relationship with self harm and suicide;
- Understanding self harm within the personality disorder spectrum to inform appropriate strategies
- Understanding the common 'stressors' and psychiatric disorders associated with self harm and suicide to inform improved risk assessment practices;

- Understand the statistics associated with self harm and suicide to inform risk assessment practices;
- Improving communication and interactional skills designed to support individuals at risk. Recognising risks and emergencies and escalating concerns / communicating appropriately with key healthcare providers and emergency services;
- Risk assessment tools with training to use;
- Increased confidence to talk about suicide in an open and sensitive manner;
- Develop and implement crisis plans to support individuals at potential risk;
- Access to a wide range of peer-reviewed articles associated with suicide science;
- A clearer understanding of the experience of self harm and suicide from the perspective of service users;
- 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

'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



Course Overview: Step-by-step through the day (This training is evidence-based and uses accessible clear language and concepts at all times)

<p>Course Start 9.30 9.30 to 9.45 am: Introduction to the course, the agenda, introduction to risk assessment forms and to the DSM 5</p>	<p>Introduction to the human mind:</p> <ul style="list-style-type: none"> ■ Cognitions; ■ Emotions; ■ Behaviours; ■ Human Brain; ■ Body & Physiology (and its relationship to mental wellbeing) ■ Childhood & Developmental Experiences and their relationship with mental wellbeing <p>Understanding the problems associated with abnormal processes of the above and how these may potentially present in mental disorder and self harm risk.</p>	<p>Training format: Interactional teaching style</p>
<p>9.45 – to 12.30 pm (with appropriate break)</p>	<p>Science, statistics, terminology and risk factors for self harm and suicide:</p> <ul style="list-style-type: none"> ■ Understanding the potential functions of self injury and parasuicidal behaviours; ■ Understanding self harm and suicide through the eyes of a vulnerable individual to improve empathic communications, supports, interactions and appropriate awareness of risk; ■ Understanding personality disorder in the spectrum of self harm and suicide and raising awareness to risk; ■ Supporting individuals at risk for self injurious behaviours through validating interactions and environments; ■ Understanding suicide risk. The statistics, risk factors, potential psychopathology, and potential warning signs. (cont) 	<p>Training format: Interactional teaching style. Use of workbook to support knowledge and enhance learning / management after completion of training</p> <ul style="list-style-type: none"> ■ Format of training (for each disorder): ■ Video examples and patient experiences: ■ Interpreting the symptoms in clients. Patients and service users; <p>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</p>



<p>12.30 to 1.15 (Lunch break) –flexible</p>	<p>The statistics, risk factors, potential psychopathology, and potential warning signs;</p> <ul style="list-style-type: none"> ■ Understanding major depression, mood disorder and complex anxiety / trauma and their relationship with self harm and suicide; ■ Understanding suicide and self harm risk in psychosis and schizophrenia ■ Stress’ will also be considered alongside the above disorders to improve awareness of psychological vulnerability and inform risk assessment processes 	
<p>1.15 to 2.30 pm:</p> <p>Self harm and suicide. The risk assessment and counselling approach to minimising risk and improving signposting efficacy:</p>	<p>Personality Disorder, Self Harm & Suicide-related problems</p> <ul style="list-style-type: none"> ■ The risk assessment process. Using evidence-based validated screening tools and applying their content to an informal ‘conversational style’ assessment process; ■ How can you help? What are the Mistakes? ■ Understanding and applying the dialectic counselling approach to supporting individuals at risk for self harm and suicide and applying the skills in a role-play scenario; ■ What to do in an emergency and the Mental Health Act 	<p>Training format:</p> <p>Interactional teaching style. Use of workbook to support knowledge and enhance learning / management after completion of training.</p> <p>‘Gentle’ role play is usually involved in the afternoon workshop.</p> <p>Reflection and debriefing will take place at the end of the workshop to support ‘emotional decompression’.</p>



<p>Post training Support</p> <p>All delegates will be given access to our Cloud storage which maintains:</p> <ul style="list-style-type: none"> ■ A wide range of further reading material, ■ Free access to peer-reviewed literature, ■ Other workbooks; ■ Cognitive Behavioural Therapy training material; ■ Risk Assessment tools; ■ Screening tools used in Psychiatry; 	<p>Access to help after the event:</p> <p>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.</p> <p>We can:</p> <ul style="list-style-type: none"> ■ give guidance impartial on risk management & diagnosis, treatment considerations, ■ mental health law / capacity legislation, getting the best service from the statutory services; 	 <p>SMARTCARE</p> <p><small>BECAUSE WE ARE WHA WE THINK</small></p> <p>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</p>
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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 of service users;
- An improved ability to 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:

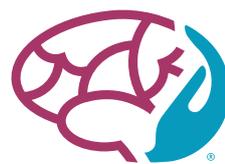
Individual differences:

- 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 result 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 be 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.



SMARTCARE

BECAUSE WE ARE WHA WE THINK



Client List

Accent Group
 Accord Housing
 Addaction
 Affinity Sutton Housing
 Aire Valley Homes
 Aldingbourne Trust
 Anchor Trust
 Anglessey Council
 Ascis Housing
 Ashfield Homes
 Askham Bryan College
 Aske Haberdashers Foundation
 Aylesbury Youth Offending Service
 BPHA
 Babergh District Council
 Barca Leeds
 Barking & Dagenham Council
 Barnet & Enfield NHS Trust
 Barnet Homes
 Barnsbury Housing
 Affinity Sutton
 Avon & Somerset Probation Services
 Basildon Council
 Barnet Council
 Barnet & Enfield Mental Health Trust
 Blaby District Council
 Blackburn with Darwen Borough Council
 Blackpool Coastal Housing
 Blackpool Council
 Blackpool and the Fylde College
 Blue Mountain Homes
 Boston Mayflower
 Bournemouth Borough Council
 Bradford Community Housing Trust
 Bridgnorth District Council
 Brighton & Hove City Council
 Bromsgrove Borough Council
 Broadland District Council
 Broadway Park Housing Association
 Broxbourne Council
 Broxtowe Borough Council
 Buckinghamshire County Council
 Building Design Partnership
 Capita
 Cambridgeshire County Council
 Cambridge YMCA
 Cardiff Bus Company
 Cardiff Community Housing Association
 Cardinal Newman College
 Care & Repair Cymru
 Carlisle City Council
 Carlisle Housing Association
 Carrgomm
 Castle Rock Edinvar Housing (Scotland)
 Charnwood Council
 Cheltenham Borough Council
 Cherwell District Council
 Cheshire East County Council
 Cheshire Peaks & Plains Housing
 Chesterfield Borough Council
 Christian Action Housing
 Christchurch Borough Council
 City West Homes
 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
 Devon & Somerset Fire & Rescue
 Dover District Council
 Dumfries & Galloway Housing
 Dumfries & Galloway Council (social services)
 Dunbritten Housing
 Dunstable College
 Durham County Council
 Dover Council (HR Partnership)
 Ealing Council
 East Hertfordshire District Council
 East North East Homes
 East Northamptonshire Council
 East Staffordshire Borough Council
 East Sussex County Council
 Eden Housing
 Elim Housing
 Emmaus Oxford
 Endeavour Housing
 English Churches Housing Group
 Erewash Borough Council
 Falconwood Academy
 Family Mosaic
 Fareham Borough Council
 Flintshire Council
 Futures Housing
 Glaxo Smith Kline
 Gloucestershire Council
 Gloucester City Homes
 Gloucestershire Housing Association
 Great Yarmouth Borough Council
 Grange Housing
 Granta Housing Society
 Groundwork
 Guildford Borough Council
 Guiness Northern Counties Housing
 Gwynedd Council
 G4s
 Harrow Council of London
 Hart Council
 Havebury Housing
 Havering Council
 Heantun Housing
 Hertfordshire Housing Association
 Hestia Housing
 Hightown Praetorian & Churches Housing
 Haringey Council
 Homes for Haringey
 Hornsey YMCA
 Hull Churches Housing
 Humberside Fire & Rescue
 Huntingdonshire District Council
 Hyde Housing
 Hythe Rotary Housing
 Incommunities Housing
 Impact Housing
 Innisfree Housing
 Keepmoat Homes
 Keniston Housing Association
 Kent Probation
 Kettering Borough Council
 Lakehouse
 Lambeth College
 Langstane Housing
 Leicestershire NHS
 Lincolnshire YMCA
 London Borough of Lambeth Council
 London Borough of Bexley Council
 London Borough of Richmond upon Thames Council
 London Borough of Hounslow Council
 London Borough of Harrow Council
 London Borough of Camden Council
 London Cyrenians
 Longhurst Housing Group
 Lorretto Housing
 Lowestoft College
 L&Q Group
 Macclesfield Borough Council
 Manchester Specialist Midwifery Services
 Margaret Blackwood Housing Association (Scotland)
 Melton Borough Council
 Mid Beds District Council
 Milton Keynes Council
 Mole Valley Council
 National Autistic Society
 NCLD / Caretech
 Network Housing
 Newcastle-Under-Lyme Council
 New Boundaries Group
 Newcastle City Council
 Newham College of Further Education
 Newark & Sherwood District Council / Homes
 New Forest District Council
 New Forest National Parks Authority
 Newydd Housing Association
 Northampton College
 Northampton Probation Services
 Northern College
 Nottingham Community Housing
 Nottinghamshire County Council
 Nottingham Probation Trust
 Nottingham Housing
 North Dorset District Council
 North Herts District Council
 North Kesteven Borough Council
 North Norfolk Council
 Novas Scarman
 Nuneaton & Bedworth Borough Council
 Orchard Shipman
 Oxfordshire County Council
 Oxfordshire Crossroads
 Pembrokeshire County Council
 Peveral Management
 Pfizer Limited
 Plus Dane Group
 Positive Steps
 Preston City Council
 Progress Housing Group
 Redbridge Borough Council
 Redditch Borough Council
 Reliance Security Task Management (Prisoner Services)
 Rhondda Cynon Taf County Borough Council
 Richmond upon Thames College
 Ridgill Housing Association
 Riverside Housing
 Rochdale Boroughwide Housing
 Rotherham Borough Council
 Royal Berkshire Fire & Rescue
 Royal Borough of Kingston upon Thames Council
 Royal Borough of Windsor & Maidenhead Council
 Rutland County Council
 SAM
 Sanofi Aventis
 Selby District Council
 Serco
 Seton Care
 Sheffield City Council
 Shropshire Council
 Shropshire NHS
 Staffordshire Moorlands District Council
 Spire Housing
 Stafford and Rural Homes
 Staffordshire County Council
 Sova
 South Derbyshire District Council
 South Cambridgeshire District Council
 Southwark College
 Southern Housing Group
 Southend Council
 South Northamptonshire Council
 South Norfolk Council
 South West Yorkshire NHS –Foundation Trust
 Spectrum Housing
 St Mungos
 Sussex Downs Conservation Board
 Synergy Housing
 Taff Housing
 Tewkesbury Borough Council
 Thanet District Council
 Thales Training
 The Ashdown Forest Centre
 Thames Valley Police
 Torfaen County Borough Council
 Thurrock Council
 Triangle Housing (Belfast)
 Trust Housing
 Tuntum Housing
 Tyndale Council
 United Welsh Housing
 Royal Windsor & Maidenhead Youth Offending Team
 Vertex
 Wakefield District Housing
 Wallsall Housing Group
 Waltham Forest Borough Council
 Wandle Housing
 Waterloo Housing
 Watmos Community Housing
 Wealdon Council
 West Devon Homes
 West Kent Housing
 Westway housing
 West Edinburgh Action (WEACT)
 West Gloucestershire PCT
 Wiltshire Fire & Rescue
 Wigan Council
 Yorkshire Coat Homes



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**

'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**

'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 day's 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**



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- 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)





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