



Unique conflict management training from the UK's leading providers.

Civil Enforcement and general conflict scenarios

Frontline has delivers conflict management and safety related training to a vast number of organisations throughout the UK for over 15 years. It's course facilitators are qualified in psychology and offer a totally unique and inspiring workshop unlike anything else on the market. We provide a refreshing and enjoyable training experience, the very latest knowledge and skills and deliver training that people talk about for years. Please take a look at our evaluations at the rear of this document.



CONFLICTOLOGY



Do you worry that your enforcement staff may face conflict head on?

Learning a range of new skills and gaining a radical insight to the hidden situational dangers of conflict and workplace violence can considerably reduce the risks that staff and managers face... **Welcome to a training workshop that teaches old dogs new tricks!**

Conflict Management workshops for lone working personal safety in enforcement work.



Conflict in the workplace presents a range of hazards to both staff and employers.

It is important, if not critical, that

lone-working and public-facing staff have the skills and capacities to better manage difficult and hostile behaviours and resolve conflict in an effective and dignified way; whilst maintaining a clear awareness of potential threats to their personal safety at all times.

Most workplace conflict is the consequence of frustration and perceived injustices. Enforcement actions can create increased tensions and escalate the potential hazards considerably.

Complex personality disorders, group / multiple-person behaviours and issues motivated by fixated grievances are often the hidden factors in conflict situations and it's important that enforcement staff and public-facing workers have a widened range of skills to maximise their wellbeing and to support managers in the quest for a safe workforce and safer workforce.

This particular workshop is dedicated to enforcement activities in the local authority workplace. It is designed to put staff one-step-ahead of aggressive or dangerous behaviours with a range of skills designed to take control and better-manage conflict and an awareness of situational factors that present a serious risk to physical and emotional safety. All training is delivered onsite.

We provide a range of conflict-management workshops for all areas of local government work which can be tailored to any specific training needs you have.

Course contents:

- A clearer understanding of hostile behaviours in the workplace with a key focus on civil enforcement activities;
- Body-language training to maximise personal safety and assertiveness / conflict management.

- A clearer understanding of abnormal psychology may present increased risks to safety.
 - A range of conflict management skills to defuse hostility and better-manage disordered behaviour.
 - Skills to identify situational factors that may present significant hazards. Particularly antisocial behaviour, substance misuse and intoxication, personality disorder and groups of people.
 - Improving assertiveness, communication and interactional skills.
 - Complex mental disorders. Understanding the hazards associated with clients that may have mental health problems.
 - Hazards associated with criminality and instrumental violence.
 - Skills to escalate for safety and the safe exiting from potential violence.
 - Reporting procedures
 - Breakaway training is available if required.
- Please take a moment to look at client / delegate evaluations on the rear of this leaflet.



CONFLICTOLOGY

'Gold Standard' training from the UK's leading experts in conflict management and personal safety

What do our clients say?

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

-AMHP Social Worker, Haringey Council

'Brilliant! Recommend it to anyone!'

- St Mungos

'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

'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

'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 Course was fantastic! Trainer is fantastic!'

- Barnet Council

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- **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**

'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**

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

- **London Barking & Dagenham 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**

'Very informative trainer. Knowledgeable and experienced. Interesting anecdotal case histories'

- **Delos Community**

'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**

'Brilliant course!'

- **Hightown Praetorian & Churches Housing Association**

'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**

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

- **Thurrock Council**

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

- **Guinness Housing**

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



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