



Managing conflict and  
difficult tenant behaviours:  
a course dedicated to the  
social housing workplace.

# Training Course Outline



## Conflict management: a safety course dedicated to the social housing workplace. For lone working & Office-based staff

This full-day training event provides a focus on safer lone working, conflict management and personal safety. It is dedicated to individuals working in social housing and public-facing roles and maintains the philosophy of safe decision making at all times.

### **The workshop is dedicated to the following work roles:**

- Housing officers;
- Maintenance staff;
- Debt Collection and Enforcement
- Reception Staff
- Key workers and miscellaneous

### **Supporting staff to make better decisions:**

This workshop aims to reduce anxieties and encourages better decision making. It addresses and introduces control measures to improve personal safety and provides a unique insight to hazards that may be associated with conflict in the workplace. From pre-visit risk assessments to reporting protocols. This workshop addresses every aspect of the lone working shift.

### **Clearer insight to risk:**

There are a range of situational clues that identify potential risks. These may include particular body language gestures, facial / emotional displays, distorted client cognitions, substance misuse and alcohol intoxication, group dynamics etc. This workshop will support staff to improve dynamic risk assessments and to manage difficult or challenging client interactions with an emphasis on personal safety.

### **Improving resident interactions to minimise risk and manage the unexpected:**

There are a range of 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 adoption of the conflict management model is often key to personal safety and this workshop provides a range of techniques that help to manage unforeseen difficult situations and defuse hostile behaviours.

In extreme and very rare cases staff may be confronted with serious behaviours that were not identified in the risk assessment. It is important that staff know when to escalate for help and to manage their personal safety with emergency emphasis. This workshop helps staff to recognise these potential situations and to act appropriately.

### **Street-proofing lone workers:**

There are a number of hazards of a criminal nature that are not the consequence of hostile aggression. This workshop helps staff to better-understand how the criminal mind works and to be one-step-ahead of potential violence that is instrumental in nature and not the consequence of frustration or paranoid cognitions.

### **Clearer understanding of psychiatric risk:**

Whilst quite rare, there are hazards in social housing settings that are associated with particular mental illness and symptoms of psychiatric disorder. This workshop helps staff to put behaviours in to a context and recognise the types of behaviours that increase risks.

Finally, there are environmental and operational hazards that present potential challenges to staff. This workshop will raise awareness and encourage all lone workers to make appropriate decisions in the interest of their wellbeing.

This is a full-day course that uses a range of media to improve learning outcomes. It is supported with a workbook and post-training support is available free of charge.

- Improving pre-visit risk assessments with risk assessments screening tools;
- Conflict management training;
- Increased awareness of hazards associated with lone working, badly managed conflict and mental disability;
- Understanding psychiatric risks and changes in personality;
- Dynamic risk assessment skills with a focus on body language;
- Reporting near misses;
- Improving safety when travelling, understanding criminal behaviours and environmental hazards;

Post training support and access to Plato is available free of charge.



'Gold Standard' training from the UK's leading specialist provider.

# Trainer CV



Simon Herbert works with the Frontline Training Group as a psychologist. Simon also has a Masters Degree in Psychiatry. He provides a range of training to social work professionals, social care providers,

NHS bodies, supported housing, secure settings, probation services, the Police and local government. Simon is trained in cognitive behavioural therapy, motivational interviewing, and solution focussed therapy and has specialised in psychiatric and behavioural sciences training for over 15 years.

## Simon's key areas of expertise include:

- Clinical psychology and general psychiatry;
- Disorders of the Brain;
- Depression and negative cognitive maladaptions;
- Personality Disorder and self harm;
- Substance Misuse
- Cognitive Behavioural Therapy;
- Workplace violence and conflict management;
- Body language and non verbal behaviours;
- Motivational Interviewing;

## What do our clients say?

(The following represent a small selection of typical evaluations. Please ask to see copies of the original forms)

*'Superb. This trainer knows his stuff. Very informative and well linked to health and safety. Recommended to all staff that work alone –*  
**Barnet Council (Head of Health & Safety)**

*Best Course I've done for years! Bloody Brilliant!*  
**AMHP Social Worker – Haringey Council**

*'One of the most interesting training courses I have ever attended. For a change this was dedicated to us, and not the service user' –*  
**Barnet Council**

*A very good course, very detailed and informative. Strongly recommend it. The trainer was extremely skilful and knowledgeable'.*  
**AMHP Social Worker – London Borough of Enfield 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**

*'Enjoyed the course, very informative. Knowledgeable facilitator'*  
**South West Yorkshire Partnership NHS Foundation Trust**

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

*'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**

*'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**

*'Thank you. A most stimulating and thorough experience for learning and consolidation. Very enjoyable course!'*  
**West Yorkshire Partnership NHS Foundation Trust**

*'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**

*'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**

*'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**

*'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**

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

*'All aspects of this course were relevant and applicable. Strongly recommended to colleagues'*  
**Nottingham Community Housing**

# What do our clients say?

*'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 Association**

*'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**

*'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**

*'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**

*'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**

*'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**

*'Excellent Facilitator, very interesting content. Would recommend to others'* **Longhurst Housing;**

*'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**

*'Excellent tutor!'* **London Borough of Bexley Council**

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

*'Brilliant course, totally absorbing and enlightening'* – **Impact Housing**

*'Best course to date! 5 start lecture and trainer'* - **Sentinel 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**

## Other Frontline Training Group Courses

MHT01 – Mental Health Awareness training;  
MHT02 – Self harm and personality disorder training  
MHT03 – Dementia and cognitive illness;  
MHT04 – Mental Health First Aid;  
MHT05 – Conflict management with a key focus on the pathology of personality disorder;  
MHT07 – The psychology and pathology of Domestic Violence and risk management;  
MHT08 – Children's and adolescent mental health;  
MHT09 – The Mental Capacity Act and Deprivation of Liberty Safeguards  
MHT10 – Antisocial Behaviour and mental illness;  
MHT11 – Substance Misuse Awareness;  
MHT12 – Suicide Awareness interventions (one day);  
MHT13 – An introduction to Cognitive Behavioural Therapy;  
MHT14 – Harm Minimisation;  
MHT15 – Motivational Interviewing (health behaviour motivation);  
MHT16 - Solution Focussed Therapy;  
MHT17 - Understanding and managing Hoarding Behaviours;  
MHT17 - Substance misuse counselling;

FR001 – Lone working & Personal Safety;  
FR002 – Managing conflict, aggression and defusing violence; (FR001 and FR002 can be delivered as one full-day event)  
FR003 – Conflict management and personal safety in relation to individuals with mental health difficulties and personality disorder;  
FR004 – Advanced body language training;  
FR005 – Managing difficult customers;  
FR006 - The psychology and pathology of Domestic Violence and risk management;  
FR007 – Criminal offender psychology (dedicated to specific areas of interest);  
FR008 – Breakaway and Disengagement training (focuses on key defusing skills before breakaway interventions);  
FR009 – Managing telephone-based aggression;



**PsychTrain**  
mind of the matter ....

**frontline**

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## *Recent clients include:*

Accent Group  
Accord Housing  
Addaction  
Affinity Sutton Housing  
Aire Valley Homes  
Anchor Trust  
Ascis Housing  
Ashfield Homes  
Askham Bryan College  
Aylesbury Youth Offending Service  
BPHA  
Babergh District Council  
Barca Leeds  
Barking & Dagenham Council  
Barnett Homes  
Barnsbury Housing  
Affinity Sutton  
Barnet Council  
Blaby District Council  
Blackburn with Darwen Borough Council  
Blackpool Coastal Housing  
Blackpool Council  
Blackpool and the Fylde College  
Boston Mayflower  
Bournemouth Borough Council  
Bradford Community Housing Trust  
Bridgnorth District Council  
Brighton & Hove City Council  
Broadland District Council  
Broadway Park Housing Association  
Broxbourne Council  
Broxtowe Borough Council  
Buckinghamshire County Council  
Capita  
Cambridge YMCA  
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  
Christchurch Borough Council  
Coventry City Council  
Cross Keys Homes  
Cumbria County Council  
Cymdeithas Tai Clwyd Cyf (Housing)  
Dartford Borough Council  
Delos Community  
Denbighshire Council  
Derbyshire Fire & Rescue Service  
Derbyshire Probation Services  
Derviento Housing  
Derwent Living  
Devon County Council  
Dudley College  
Dover District Council  
Dumfries & Galloway Housing  
Dumfries & Galloway Council (social services)  
Dunbritton 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  
Enable Group  
English Churches Housing Group  
Erewash Borough Council  
Falconwood Academy  
Family Mosaic  
Fareham Borough Council  
Flintshire Council  
Futures Housing  
Geffyre Museum  
Glaxo Smith Kline  
Gloucestershire Council  
Gloucester City Homes  
Gloucestershire Housing Association  
Gosport Council  
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  
Hatcham College  
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  
Inverness Woman's Aid  
Keepmoat Homes  
Keniston Housing Association  
Kent Probation  
Kettering Borough Council  
Langley House Trust  
Lambeth College  
Lakehouse  
London Borough of Lambeth Council  
Langstane Housing  
Leicestershire NHS  
Lincolnshire County Council  
Lincolnshire YMCA  
London Borough of Bexley Council  
London Borough of Camden Council  
London Borough of Harrow Council  
London Borough of Hounslow Council  
London Borough of Richmond upon Thames Council  
London Borough of Sutton Council  
London Cyrenians  
Longhurst Housing Group  
Lowestoft College  
L&Q Group  
Luminus Housing  
Macclesfield Borough Council  
Manchester Specialist Midwifery Services  
Margaret Blackwood Housing Association (Scotland)  
Melton Borough Council  
Mid Beds District Council  
Milton Keynes Council  
National Autistic Society  
Network Housing  
Newcastle-Under-Lyme Council  
New Boundaries Group  
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  
Novas Scarman  
Nuneaton & Bedworth Borough Council  
Oldham Council  
Oxfordshire County Council  
Oxfordshire Crossroads  
Pembrokeshire County Council  
Peveral Management  
Pfizer Limited  
Positive Steps  
Progress Housing Group  
Redbridge Borough Council  
Reliance Security Task Management (Prisoner Services)  
Rhondda Cynon Taf County Borough Council  
Richmond upon Thames College  
Ridgill Housing Association  
Riverside Housing  
Royal Berkshire Fire & Rescue  
Rotherham Borough Council  
Royal Borough of Kingston upon Thames Council  
Royal Borough of Windsor & Maidenhead Council  
Rutland County Council  
SAM  
Sanofi Aventis  
Selby District Council  
Sentinel Housing Association  
Sercos  
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  
South Northamptonshire Council  
South Norfolk Council  
South West Yorkshire NHS -FoundationTrust  
St Mungos  
Sussex Downs Conservation Board  
Synergy Housing  
Taff Housing  
Thanet District Council  
Thales Training  
The Ashdown Forest Centre  
Thames Valley Police  
Torfaen County Borough Council  
Thurrock Council  
Triangle Housing (Belfast)  
Tuntum Housing  
Tyndale Council  
United Welsh Housing  
Royal Windsor & Maidenhead Youth Offending Team  
Vertex  
Wallsall Housing Group  
Walham Forest Borough Council  
Wakefield & District Homes  
Wandle Housing  
Waterloo Housing  
Watmos Community Housing  
Welsh Housing  
West Devon Homes  
Westway housing  
West Edinburgh Action (WEACT)  
West Gloucestershire PCT  
Yorkshire Coat Homes  
York Council



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