Managing conflict and difficult tenant behaviours: a course dedicated to the social housing workplace.
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 Staff;
- 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 workshops 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 workshops 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 beahaviours and environmental hazards;

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

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

Training Course Outline

"Gold Standard" training from the UK’s leading specialist provider.
What do our clients say?

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;

(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!’ Pembroke 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!’ Pembroke 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 possibility 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


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

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 – The psychology and pathology of Domestic Violence and risk management;
FR008 – Breakaway and Disengagement training (focuses on key defusing skills before breakaway interventions);
FR009 – Managing telephone-based aggression;
FR010 – Mental Health Awareness training;
FR011 – Subsidence Misuse Awareness;
FR012 – Suicide Awareness interventions (one day);
FR013 – An introduction to Cognitive Behavioural Therapy;
FR014 – Harm Minimisation;
FR015 – Motivational Interviewing (health behaviour motivation);
FR016 – Solution Focussed Therapy;
FR017 – Understanding and managing Hoarding Behaviours;
FR018 – Substance misuse counselling;
FR019 – Managing telephone-based aggression;
FR020 – Managing conflict, aggression and defusing violence;
FR021 – Suicide Awareness interventions (one day);
FR022 – An introduction to Cognitive Behavioural Therapy;
FR023 – Harm Minimisation;
FR024 – Motivational Interviewing (health behaviour motivation);
FR025 – Solution Focussed Therapy;
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FR165 – Suicide Awareness interventions (one day);
FR166 – An introduction to Cognitive Behavioural Therapy;
Recent clients include:

Accent Group
Accord Housing
Addaction
Affinity Sutton Housing
Aire Valley Homes
Anchor Trust
Ascis Housing
Ashfield Homes
Ashkam Bryan College
Aylesbury Youth Offending Service
BPHA
Babergh District Council
Bara Leeds
Barking & Dagenham Council
Barnett Homes
Barnsley 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
Bridgewater District Council
Brighton & Hove City Council
Broadland District Council
Broadway Park Housing Association
Bromley Council
Bromsgrove Borough Council
Buckinghamshire County Council
Capita
Cambridgeshire YMCA
Cardiff Community Housing Association
Cardinal Newman College
Care & Repair Cyru
Carlisle City Council
Carlisle Housing Association
Carrgomm
Castle Rock Edenwar Housing (Scotland)
Charnwood Council
Chesterham Borough Council
Chesterfield 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 Ochw Cym (Housing)
Dartford Borough Council
Delos Community
Denbighshire Council
Derbyshire Fire & Rescue Service
Derbyshire Probation Services
Devriento 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
Elm Housing
Enable Group
English Churches Housing Group
Erewash Borough Council
Falconwood Academy
Family Mosaic
 Fareham Borough Council
Flintshire Council
Futures Housing
Geoffrey Museum
Glade Smith with Kline
Gloucestershire Council
Gloucester City Homes
Gloucestershire Housing Association
Gosport Council
Great Yarmouth Borough Council
Grange Housing
Granta Housing Society
Groundwork
Guildford Borough Council
Guinness Northern Counties Housing
Gwynedd Council
GVA
Harrow Council of London
Hart Council
Hatcham College
Harveybury Housing
Havercing Council
Heantun Housing
Hertfordshire Housing Association
Hestia Housing
Highbrow Prateronian & Churches Housing
Haringey Council
Homes for Haringey
Hornsey YMCA
Hull Churches Housing
Humberside Fire & Rescue
Huntingdonshire District Council
Hylde Housing
Hythe Rotary Housing
Incommunities Housing
Impact Housing
Infinith Housing
Inverness Women’s Aid
Keepmoat Homes
Kenston 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 Lynx
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
Perivan Management
Pfizer Limited
Positive Steps
Progress Housing Group
Redbridge Borough Council
Reliance Security Task Management (Prisoner Services)
Rhondad Cynon Tal County Borough Council
Richmond upon Thames College
Ridgill Housing Association
Riverbank Housing
Royal Berkshire Fire & Rescue
Rotherham Borough Council
Royal Borough of Kingston upon Thames Council
Royal Borough of Windsor & Maidenhead Council
Rutland County Council
S&AM
Sanofi Aventis
Selby District Council
Sentinel Housing Association
Setco
Seton Care
Sheffield City Council
Shropshire Council
Shropshire NHS
Staffordshire Moorlands District Council
Spire Housing
Stafford and Rural Homes
Staffordshire County Council
Soya
South Derbyshire District Council
South Cambridgeshire District Council
Southwark College
Southern Housing Group
South Northamptonshire Council
South Norfolk Council
South West Yorkshire NHS - Foundation Trust
St Mungos
Sussex Downs Conservation Board
Synergy Housing
Taff Housing
Thanet District Council
Thales Training
The Ashdown Forest Centre
Thames Valley Police
Telford Borough Council
Thurrock Council
Tiptree Housing
Tynedale Council
United Welsh Housing
Royal Windsor & Maidenhead Youth Offending Team
Vergo
Wallall Housing Group
Waltham 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 Court Homes
York Council

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