



Lone Working and
conflict management: a
safety course dedicated to
the social housing
workplace with a key focus
on personality disorder
and forensic mental health.



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Training Course Outline



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Lone working and conflict management - key focus on forensic mental health & personality disorder.

This full-day training event provides a focus on safer lone working, conflict management and personal safety. It supports staff to better understand and assess for the risks associated with forensic mental health and emotionally unstable service users. It will also support staff to better-understand and recognise these vulnerable clients and improve personal safety.

Staff safety - Supporting staff to make better decisions:

This workshop aims to reduce anxieties and encourages better decision making. It addresses risk assessments 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 and dynamic risk assessments to reporting protocols. This workshop addresses every aspect of the lone working shift.

Clearer insight to risk:

There are a range of behavioural and situational cues that identify potential risks. These may include service user history and profile, the nature of the interaction and dynamic risk factors such as 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. The HCR-20 is used in this training to support the risk assessment process.

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.

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.

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.

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.

Workshop at a glance:

- Improving pre-visit risk assessments with risk assessments screening tools - particularly the HCR-20;
- Appropriate study of case reviews to improve awareness and maximise personal safety;
- Increased awareness of hazards associated with forensic mental health, violent offending, personality disorder and comorbid mental disorder / substance misuse;
- Dynamic risk assessment skills with a focus on body language, social psychology factors and risks, risks associated with disinhibition and substance misuse;
- Conflict management training dedicated to emotionally vulnerable service users;
- Understanding psychiatric risks and changes in personality;
- Reporting near misses;
- Improving safety when travelling, understanding criminal behaviours and environmental hazards;



'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 an MSc in Psychiatry and specialises in forensic behaviour and personality disorder. Simon 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's key areas of expertise include:

- Emotional disorders and conflict management interventions;
- 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;



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