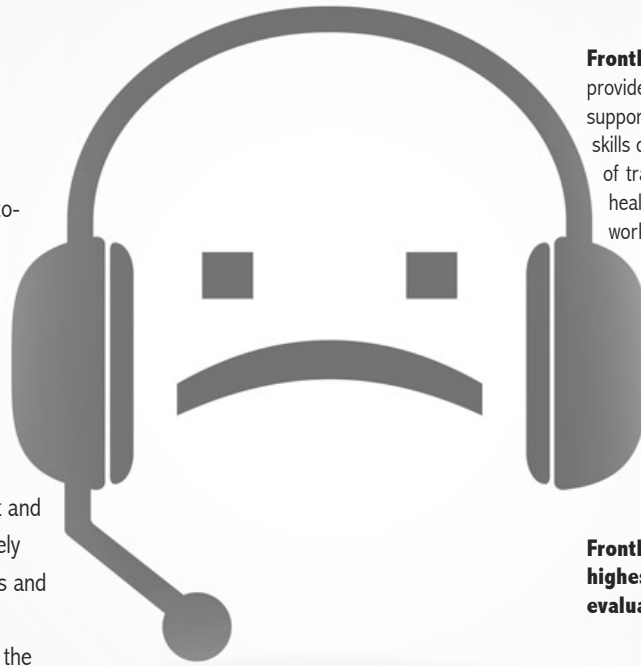




This training event provides a focus on conflict behaviours in the telephone-based (and face-to-face situations if required). It is dedicated to supporting staff who may be exposed to hostile and emotionally charged communications by service users and clients. This particular workshop is dedicated to work in local government settings and addresses the typical issues that may challenge staff wellbeing and their capacity to manage difficult and hostile experiences. The course takes an entirely psychological overview of triggers, behaviours and solutions. It accepts that some hostility is unavoidable but may be very manageable with the



Frontline Training Group is one of the UK's leading provider of psychology-informed training. Its training supports staff and organisations to improve interactional skills dedicated to safety, dignity and wellbeing. Key areas of training expertise within the group includes mental health and psychiatric disorder, conflict management, workplace violence training and mental health law.

Frontline Training delivers unique and inspiring training dedicated to staff safety in a range of challenging situations - including lone working and public-facing activities. It has led from the front for over 15 years and supports an extensive list of social housing, social care, private charity, local government and NHS organisations.

Frontline has a five-star reputation for the highest standards. Please take a look at our evaluations and speak to our customers.

Managing irrational, difficult and potentially hostile telephone-based conflict with improved effectiveness, assertiveness and improved call-handling outcomes. Local Authority settings. Training from the UK's experts

correct skills and techniques. The training also accepts that some angry service user behaviours may be the consequence of underlying mental health problems and vulnerabilities. Calls viewed in this perspective can be potentially with greater insight and efficacy.

Typical causes and underlying causality of service user hostility:

- Experienced frustration;
- Unreasonable expectations of service;
- Irrational cognitive processes;
- Underlying psychological problems, particularly Narcissism;
- Paranoid / conspiratorial thinking and cognitions;
- Mental health problems with poor insight;

Supporting staff to manage difficult situations with greater capacity and efficacy:

This workshop offers a range of new skills and techniques to manage hostility and reduce irrational behaviours quickly and effectively. It also offers improved call handling skills to improve the service user experience.

Training techniques include:

- Understanding the psychology and potential psychiatry underpinning irrational, 'difficult' and hostile human behaviours;
- Validations techniques and a wide range of conflict management and defusing skills;
- Signposting and improved call handling;
- Understanding assertiveness and its place in conflict management;
- How to use 'zero-tolerance' messages;
- Saying 'no' and meaning 'no';
- Persuasion techniques to motivate callers to accept solutions and proposals;
- Dealing with the psychological and stressful aftermath of hostility;
- Plus much more....

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