



CONFLICTOLOGY

Training Course Outline

Managing conflict, difficult customers and situations in the customer services and 'One Stop Shop' environment.



Evidence-based training from the experts in mental health and behavioural psychology:

This workshop supports customer-facing staff working in local authority settings to better understand the psychology of conflict behaviours and to better manage difficult or challenging situations with increased effectiveness and confidence.

This training also supports staff to better-understand the world of psychiatric illness and to recognise and contextualise patterns of behaviour that may be the consequence of or exacerbated by mental disorder and, or substance misuse.

This training equips staff with an ability to identify certain behaviours associated with mental disorder, to dynamically assess for risks, understand the most effective methods to resolve service-user conflict and to manage difficult situations with the most appropriate techniques. The workshop is designed to reduce stress and empower staff with greater insight, skills and a general capacity to manage potential confrontation with efficacy and improved outcomes.

This training takes an entirely psychological overview of triggers, behaviours and solutions. It accepts that some hostility is unavoidable but may be very manageable with the correct skills and techniques. It also accepts that some angry service user behaviours may be the consequence of underlying mental health problems and vulnerabilities.

Typical causes and underlying causality of service user hostility:

- Experienced frustration;
- Unreasonable expectations of service;
- Irrational cognitive processes;
- Personality Disorder and co-occurring substance misuse issues;
- Substance misuse and intoxication;
- Paranoid / conspiratorial thinking and cognitions;
- Mental health problems with poor insight;

Course content and learning objectives:

- The psychology of conflict and difficult service user behaviours;
- The highest standards in conflict management skills. Taking control of difficult situations and de-escalating conflict and hostile behaviours in the most effective way;
- Assertiveness and maximising outcomes in your interests;
- The situational risk-factors of increased risks to personal safety - managing issues in relation to personal safety;
- Understanding personality disorder and its relationship with hostile behaviour;
- Body language training - reading service user body language and micro gestures to improve risk management and identify emotional states to improve situational awareness;
- Delivering bad news;
- The psychology of deception - learning to recognise when people may not be telling the truth;
- Suicidal behaviours - recognising the risk factors;
- Stress awareness and management - in colleagues and yourself;



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Mental Health Training
Parker House, Mansfield Road,
Derby DE21 4SZ
01332 362222
info@mentalhealthtraining.co.uk
www.mentalhealthtraining.co.uk