

Managing difficult situations and conflict management training.

Evidence-based training from the UK's experts.



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

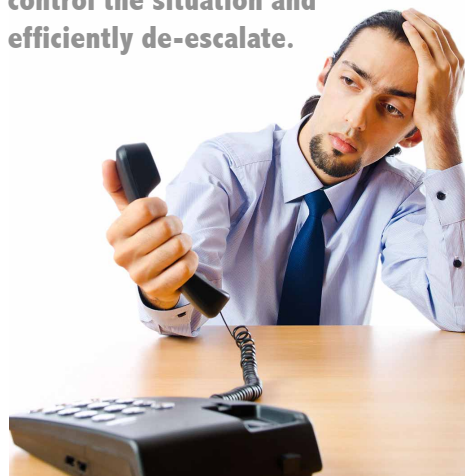
This workshop is designed to help organisations and staff to better-understand and manage difficult, hostile and threatening situations with efficiency, dignity and safety.

This is a unique workshop unlike any other training offered in the UK. The latest peer-reviewed science is blended into a training course which is 100% evidence-based and delivered by a psychology / psychiatry qualified expert in the field of social psychology, personality disorder and forensic mental health. Please take a look at the typical client / delegate evaluations detailed on the reverse.

We bespoke-design the training to meet your specific learning objectives and can tailor the training to meet the needs of staff who work on the telephone or meet clients and service-users face-to-face.

There are three unique aspects to this training workshop which are not available from any other comparable training package.

1) Understanding the patterns of behaviour common to inter-personal hostility and tailoring responses to control the situation and efficiently de-escalate.



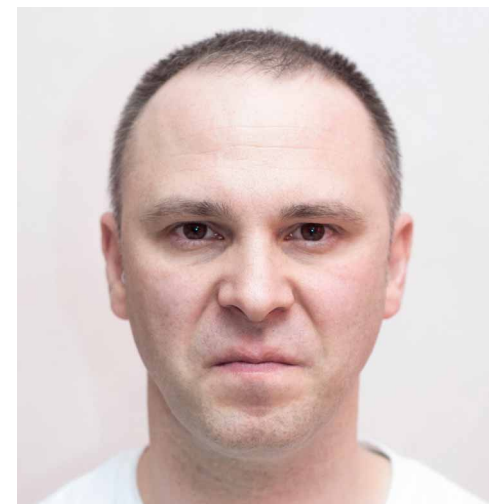
Behavioural psychology identifies common patterns of behaviour in hostile conflict. This training supports staff to better understand and recognise these behaviours and to efficiently manage difficult or hostile situations with evidence-based techniques, that include both defusing and / or assertive models.

The training also clarifies the common errors and conflict-management 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 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.

2) Body-language training to better identify and manage hidden client / service-user emotions, situations hazards and potential deception:

This training incorporates the latest body language and emotion display micro-gesture science to improve the staffs' insight to the nature of emotions, risks and potential deception. Increased insight to the nature of conflict can increase staff confidence, improve



outcomes and help minimise risks through greater hazard awareness. The ability to read emotional displays and micro-gestures of the face offers a range of benefits to individuals trying manage conflict, particularly if the hostile person is not telling the truth.



3) Client / service user mental wellbeing and the risk assessments process. Identifying situational hazards and patterns of behaviour associated with forensic mental health:

HCR-20^{VS}
Assessing Risk for Violence



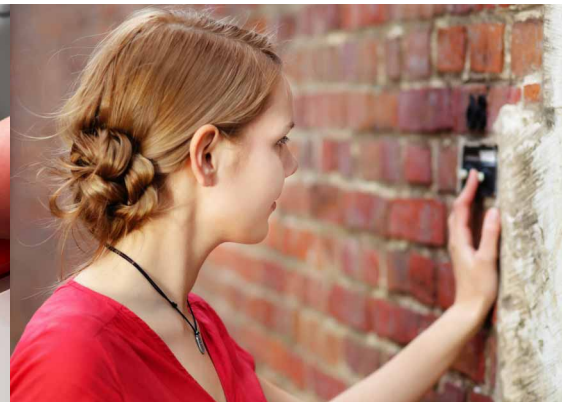
associated with forensic mental health:

There are a range of situational clues that identify potential risks. These may include particular body language gestures, facial / emotional displays. Dynamic risk factors include certain behaviours

associated with personality disorder psychopathology and psychosis, substance misuse and alcohol intoxication and group dynamics. Mental disorder can increase the risks associated with conflict in certain situations and cases. This workshop will support staff to improve risk assessments and to manage difficult or challenging client interactions with an emphasis on personal safety. This workshop also supports organisations and staff in contact with clients and service-users to be more aware of potential forensic mental health risks issues which will help them fulfil their responsibilities for supporting staff safety. This training draws on the experiences of a number of organisations and cases to illustrate the importance of knowledge and improved risk assessment practices.

Why use our organisation to provide your training?

There are many high quality organisations that operate in the field of behavioural psychology and conflict management. But there are many underqualified operators in this sector too. Unfortunately, many myths and fallacies endure in learning environment; or at least remain unchallenged. This can have significant



impact of organisational and staff wellbeing in a number of ways. Our training is delivered by an expert with qualifications in Psychology and post-graduate qualification in Psychiatry through the NHS. We pride ourselves on academic quality and qualifications and have partners within the organisation that are qualified Medicine and Law. Our clients and delegates can be confident that the all training has an evidence base and that delegates are supported with training material and resources that has been evaluated to be empirically sound. And we deliver this in a enjoyable and engaging style.

What do our clients say about this training?

'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 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

'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

'Hands-down the best training that I have ever had at Redbridge'
London Borough of Redbridge Council
'Brilliant Day! Really enjoyed discussions and feel I have learnt some important tools to help me communicate more effectively'
Thurrock Council

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

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

'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

'I was impressed by the trainer's vast knowledge around the subject. It was invaluable the psychology behind risk and behaviours and as delivered in a way we all levels and background knowledge could understand. Thank you so much for a brilliant course.'
Waltham Forest Council

'Most beneficial training I have ever had – relevant, interesting, inspiring – wish there could be more training like this.'
Northampton Probation Services

'Similar, I assume, to being machine-gunned. Most enjoyable and informative course I have ever attended!'
Pembrokeshire County Council Social Care Workforce



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