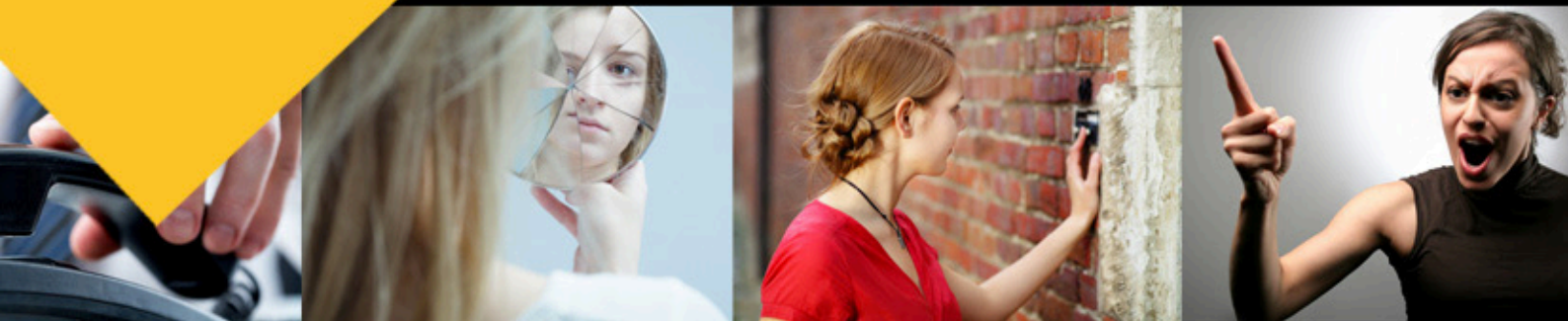


VIOLENCE AT WORK, HANDLING THREATENING SITUATIONS & PERSONAL SAFETY TRAINING

FROM THE UK'S EXPERTS



MANAGING CONFLICT AND PERSONAL SAFETY AT WORK. IMPROVING RISK ASSESSMENTS, CONFLICT MANAGEMENT SKILLS, MAINTAINING SAFETY & DIGNITY

Frontline Training is the UK's leading expert in workplace violence and forensic mental health. It supports a wide range of organisations including NHS Trusts, The Police, Local government, national charities and housing providers. This training will offer appropriate skills and insights to support staff working in a the local government workplace.

It will provide skills to better manage interpersonal conflict, challenging situations and potentially threatening situations. The training will offer improved insights, skills to manage difficult and potentially hostile situations and improved risk assessments to maximise safety, dignity and increase confidence in general. This is a one-day workshop delivered by a psychology psychiatry trained facilitator.

This training is delivered by highly qualified experts in the field of psychiatry and psychology. It will improve:

- Your team's knowledge of risk to maximise personal safety
- Skills to better-manage difficult and hostile behaviours safely
- The ability to fine-tune risk assessments to influence safer decisions and safer behaviours
- Improve dynamic risk assessments and awareness of body language
- Improve assertiveness skills when and where appropriate
- Improve safety decisions when working in the community
- Improve safety reporting

Telephone 01332 362222
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 **Mental Health**
Training.co.uk

 **frontline**



ADVANCED TRAINING:

MHT11 - Managing Conflict & Threatening Situations Training (Including Lone Working Safety)

Other workshops available:

- **MHT01 - Mental Health Awareness Training**
- **MHT02 - Personality Disorder Training**
- **MHT03 - Self Harm & Suicide Training**
- **MHT19 - Lone Working & Personal Safety Training**
- **MHT17 - Hoarding & Self Neglect Training**
- **MHT08 - Dual Diagnosis & Substance Misuse**
- **MHT06 - Dementia & Neurocognitive Disorders**
- **MHT15 - Motivational Interviewing Training**
- **MHT20 - Understanding Capacity, The Mental Health Act & Best Interests Assessments**
- **ALSO -**
- **MHT16 - Mental Health In The Workplace. A Workshop For Managers**

Key learning objectives covered within this unique training:

- Skills to de-escalate conflict effectively with a mix of passive (or assertive) communication styles carefully designed to support angry or difficult service users
- Improved risk knowledge and risk assessments with HCR-20 awareness
- Pre-visit procedures to improve safety for lone workers and recognising risk indicators
- Escalating concerns to improve safe decisions and safety control measures to improve lone working and maximise individual safety
- Learning from case studies.(Enhancing safety by understanding the catastrophic mistakes and unsafe decisions that others have made).
- Managing confrontations with members of the public and the associated unknown behavioural risks
- Taking steps to improve safety when engaging in with enforcement actions
- Awareness of factors and risks associated with multiple-person conflict
- Recognising poor staff training and inappropriate responses
- Common patterns of behaviour and the traps to avoid
- Understanding and recognising the risks associated with instrumental / criminal violence associated with mental illness and forensic mental health
- Developing confidence and managing personal anxiety
- Safety protocols when entering domestic and exiting properties
- Dynamic risk assessment skills to improve personal safety - enhanced awareness of non-verbal behaviours, emotional displays / micro gestures, multiple-person conflict and substance misuse (reading the room)
- Managing conflict with individuals vulnerable to mental health support needs
- Understanding assertiveness and when / where zero tolerance should be used
- Careful management of all interactions / making safe decisions when delivering difficult or potentially upsetting news
- Advising and supporting colleagues with appropriate
- Keeping safe and making safe decisions. Knowing when and where to remove yourself from a dangerous situation
- The role of the emergency services and NHS / CHMT - escalating concerns to these services to improve public safety
- Post-conflict management including reporting incidents to improve risk assessment and risk management processes.
- Supporting colleagues where appropriate
- Working with management to improve risk knowledge and safer behaviour

There is no role play and staff dignity and sensitivity is respected at all times.

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A very small selection of recent delegate evaluations.

'This trainer is amazing! Level of knowledge & the medium in which it was communicated as excellent. Great to receive training at an appropriate level. Brilliant!
Convy County Council

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

'Best course I've been on. Great delivery, Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of any ways in which it could have been improved'
Riverside

'Best Course I've done for years! Bloody Brilliant!'
AMHP Social Worker – Haringey Council

'The course was extremely stimulating and probably the best that I have been on with Longhurst Housing'
Longhurst Housing

'I haven't gained so much from a day's training for a long while. It's a subject in which I have a great interest . I gained much in terms of revision also new information. I haven't enjoyed learning so much for a while - excellent trainer'
AMHP Social Worker – Haringey Council

'Great course! Wealth of information relevant to my role. Interesting combination of research, evidence- based practice of psychological interventions. Training of a much better academic level than lots of training within service at times. Really enjoyed the day
AMHP Social Worker – Haringey Council

"Hands-down the best training that I have ever had at Redbridge"
London Borough of Redbridge 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

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

'Best training I have been on at Riverside - very clear and knowledgeable. We should do more courses like this - much better than the usual mediocre training we are subjected to. No ridiculous games designed to waste time or trainer that have little knowledge of the subject. This course was excellent'.
Riverside ECHG

'Excellent course – trainer's knowledge was exceptional - really enjoyed the course and took away some valuable information/tips to assist me with Lone Working'
Spectrum Housing

'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

'An excellent course and trainer. Really interesting and very useful information. So very much better than the previous trainer, etc for lone working. Many thanks'
Spectrum Housing

'Superb. The trainer knows his stuff, very informative and well linked to health and safety. Recommend to all staff who work alone'.
Barnet Council (H&S manager)

'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

'Awesome Session. Trainer was excellent!'
Delos Community

'Simon is the best teacher & facilitator of any workshop I have ever been on'.
Riverside ECHG

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

'Excellent course, training style was brilliant. Thought provoking and explained content in a way that made sense. Really enjoyable day
AMHP Social Worker – Havering Council

'Great course, would do it again, very, very good course'
Serco

'Very Good course, very good facilitator'
Barnet Council

'Brilliant! Recommend it to anyone!'
St Mungos

'Course was fantastic! Trainer as fantastic!'
Barnet Council

'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

'Excellent. Best course I've been on!'
Barnet Council

'Thank you. A most stimulating and thorough experience for learning and consolidation. Very enjoyable course!'
West Yorkshire Partnership NHS Foundation Trust

'Really good course, informative, relevant to work, really well presented, knowledge of trainer was excellent.
AMHP Social Worker – Havering Council

'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