



Training delivered by Psychiatry-trained experts

# Handling Threatening Situations & Conflict Management Training by The UK's Leading Experts.

## **MHT-11. Handling Threatening Situations, Conflict Management & Violence At Work Training. A unique training workshop delivered by psychology / psychiatry experts. Improving insights, risk assessments and staff safety!**

Frontline Training is the UK's leading expert in forensic mental health training, personal safety, lone working, and workplace violence. It supports a wide range of organisations in the public and private sectors including NHS Trusts, The Police, all areas of local government and social services, national charities, the education sector, and a wide range of housing and care providers.

This unique training puts your frontline staff in a safer place. It offers improved insights, specialist knowledge and fine-tuned skills to better-predict and manage difficult and hostile situations, to maximise personal safety and dignity and to support your organisation in its duty to protect its workers.

**This unique training offers a deep-dive into interpersonal conflict and the associated risks. It will improve:**

- Your team's knowledge of risk to maximise personal safety
- Risk assessment practices to facilitate safety decisions when working in the community
- Skills to better-manage difficult and hostile behaviours safely, improve safety reporting and supporting colleagues



- The ability to fine-tune risk assessments to influence safer decisions and safer behaviours
- Dynamic risk assessment skills, micro gestures and body language training
- Improve assertiveness skills when and where appropriate

**This training is delivered by highly qualified experts in the field of psychiatry. It's 5-star training that can be tailored to your workplace and learning objectives.**

**Telephone 01332 362222**



## 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**
- **MHT21 - Managing Challenging Behaviours In Children (PACE / PBS Models)**
- **MHT16 - Mental Health In The Workplace. A Workshop For Managers**

**The UK's leading providers of mental health training & consultancy. An authority you can trust.**

This training is a one-day event and can be delivered onsite / face-to-face or by webinar. Extended training is available.

#### Key learning objectives covered within this unique training:

- Assessments to maximise safety when lone working or providing services and supports in community settings
- Dynamic risk assessment skills to improve personal safety. Enhanced awareness of non-verbal behaviours, emotional displays / micro gestures, multiple-person conflict and factors associated with substance misuse and mental disorder
- Skills to de-escalate conflict effectively with a mix of passive (or assertive) communication styles
- Improved risk knowledge and implementing HCR-20 risk indicators into your assessment systems
- 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
- Taking steps to improve safety when delivering enforcement action
- Awareness and management of risks associated with multiple person conflict
- Recognising and moderating unsafe practices, poor staff training and inappropriate responses to service user or tenant hostility
- Understanding and recognising the risks associated with instrumental / criminal violence, and those associated with mental disorder / forensic mental health
- Safety protocols when entering and exiting domestic properties
- Understanding assertiveness, where zero tolerance can be used, and when it should be moderated

- Making safe decisions when delivering difficult or potentially upsetting news
- Advising and supporting colleagues where 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.
- 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.

#### Training facilitators:

This training is delivered by facilitators trained in psychiatry. We specialise in all areas of psychiatry, abnormal psychology, personality disorder and forensic mental health risk.

We offer wide-ranging, multi-disciplinary knowledge and skills. High quality, integrated evidence-based training that you can trust.

**Telephone 01332 362222**  
**info@mentalhealthtraining.co.uk**



**Mental Health Training.co.uk**



**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!  
**Conwy 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 an 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 possibility 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**



**Mental Health  
Training.co.uk**