

Programmes for Care Settings

Courses for care settings are bespoke to the needs of the individual organisation. Courses suitable for managers ("Train the Trainer" - type courses), front-line staff and clients are available. Courses can be delivered in full-day or half-day blocks

Detailed below are some sample courses that may be of interest. Before commencing training a meeting is advisable so that the needs and priorities of setting and/or organisation can be established.

Client Training

1. Why conflict arises and what it looks and sounds like.
 - a. examples of common emotions from the aggressor
 - b. situations where conflict can be common
 - c. emotions that conflict can cause

2. Dealing with spoken conflict.
 - d. explore a range of possible responses
 - e. identify responses that are likely to escalate conflict
 - f. select most effective responses for de-escalating conflict

3. Consequences of spoken conflict.
 - g. consequences of escalating conflict
 - h. consequences of de-escalating conflict

4. Dealing with physical conflict.
 - i. minimising the risk of physical conflict
 - j. stance and attitude
 - k. breakaway techniques
 - l. exiting from a physical conflict

5. Consequences of physical conflict.
 - m. emotional and physical consequences
 - n. legal and/or administrative consequences.

6. Plenary

Front-Line Staff Training

1. Administrative background
 - a. legal background
 - b. impact of organisation's ethos and professional standards
 - c. company policy-vs health & safety responsibilities

2. Causes of conflict
 - d. examples of common emotions from the aggressor
 - e. triggers of conflict
 - f. emotions that conflict can cause

3. Dealing with spoken conflict.
 - g. explore the range of likely situations
 - h. identify responses that are likely to escalate conflict
 - i. select most effective responses for de-escalating conflict

4. Consequences of spoken conflict.
 - g. consequences of escalating conflict
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5. Dealing with physical conflict.
 - i. minimising the risk of physical conflict
 - j. stance and attitude
 - k. breakaway techniques
 - l. exiting from a physical conflict

6. Consequences of physical conflict.
 - m. emotional and physical consequences
 - n. legal and/or administrative consequences.

7. Plenary

“Train the Trainer” Training

1. Administrative background
 - a. legal background
 - b. impact of organisation’s ethos and professional standards
 - c. company policy-vs health & safety responsibilities

2. Causes of conflict
 - d. examples of common emotions from the aggressor
 - e. triggers of conflict
 - f. emotions that conflict can cause

3. Dealing with spoken conflict.
 - g. explore the range of likely situations
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5. Dealing with physical conflict.
 - i. minimising the risk of physical conflict
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6. Consequences of physical conflict.
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 - n. legal and/or administrative consequences.

7. Delivering break-away training
 - o. aim of the training
 - p. key principles
 - q. teaching practical techniques
 - r. key techniques

8. Plenary