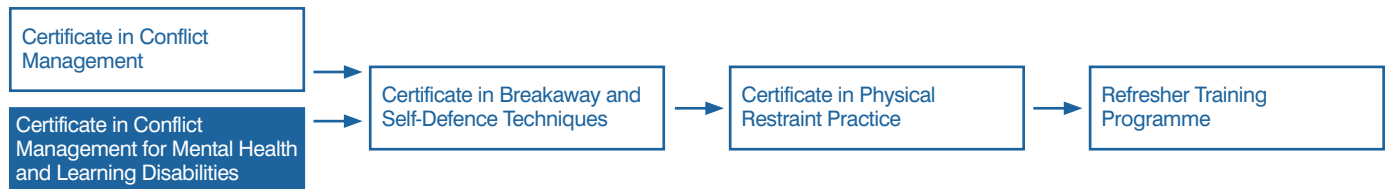




"I need more skills for this complex area of my working."

Certificate in Conflict Management for Mental Health and Learning Difficulties (2 days).

Training Progression:



Overview: The Certificate in Conflict Management for Mental Health and Learning Difficulties is an introductory level programme for anyone working with adults or young people who may find themselves in potential situations of conflict.

The Course: The Certificate in Conflict Management for Mental Health and Learning Difficulties is specifically for those who work with adults or young people who may have mental health or learning disabilities. Delegates will learn to recognise many aspects of conflict and to explore and understand different methods and techniques to effectively manage and resolve conflict situations.

The Certificate in Conflict Management for Mental Health and Learning Difficulties is a two day duration course and on completion all delegates receive a Certificate in Conflict Management for Mental Health and Learning Difficulties Certification by GoodSense Training.



Course objectives:***By the end of the course, delegates will be able to:***

- > Describe the theoretical, pathological and environmental explanations for aggression in mental health and learning disability settings
 - > Identify and demonstrate aspects of non-verbal de-escalation, verbal strategies and conflict resolution styles
 - > Identify and reflect on the effect of functional and dysfunctional coping strategies on people's lives and behaviour and be able to relate this to mental health or learning disability settings
 - > Consider prevention strategies, including an awareness of how issues relating to culture, race, disability, sexuality and gender can enhance this process
 - > Demonstrate an understanding of the positive contributions
 - > Describe individual and organisational responsibilities in relation to legal, ethical and moral frame works regarding the use of force
- > Demonstrate an understanding of the application of risk management interventions and the requirements for the effective assessment of dangerousness with reference to prevention planning
 - > Demonstrate an understanding of restraint-related risks, with a view to incorporating risk reduction strategies into practice
 - > Demonstrates commitment to services user involvement in the development, implementation and evaluation of training
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Further information:

This Certificate can be customised to match your requirements. To find out more about our courses or to discuss a bespoke course please call us on **0113 258 0035** or email **info@good-sense.co.uk**

Suitability:

Those employees considered being at risk of physical or verbal aggression whilst at work.