

Conflict Management (in relation to individuals with mental illness and personality disorder)

Designed for: All staff working in a Mental Health setting or coming into contact with people with mental illness and/or personality disorder

Course aim: This training is designed to support staff to better-manage difficult and hostile / challenging situations with effective communication styles that help to reduce conflict escalation and improve service-user / service-provider interactions.

What's included?

- The psychology of conflict and difficult service user behaviours;
- Understanding Personality Disorder and behaviours commonly associated with emotional and behavioural dysregulation – particularly the psychology of Invalidation and 'splitting' defences (why some service users quickly become hostile and dysregulated);
- Learning to put behaviours into a 'disorder' context and managing challenging interactions with increased insight and skills;
- How to improve pre-visit risk assessments incorporating the HCR-20;
- Develop a range of evidence-based de-escalation and conflict management skills;
- Learn to take control of difficult situations and de-escalating conflict and hostile behaviours in the most effective and safe way;
- Assertiveness and maximising outcomes in your interests;
- Improve knowledge of situational risk-factors of increased risks to improve personal safety;
- Improved knowledge of body language and micro gestures to improve risk awareness and insights to client / service-user psychology and identify emotional states