



The Skills Development Service Ltd presents  
a one day training course:

# Managing Conflict & Aggression With Clients

A one day course designed to enable delegates to prevent and manage conflict and aggressive behaviour with clients. Please note that this is NOT a breakaway or restraint course



## What will the delegates take away from the course?



- Identify key factors that contribute to conflictual situations and the practical implications of how to respond to them
- The signs and effects of different substances on aggressive behaviour - including those you would not expect
- Learn how to use "territory" and the environment you're seeing the person in to your advantage
- Develop de-escalation skills with clients
- Use the facilitation-assertion balance to successfully defuse difficult situations with clients
- Learn what are TRUE predictors of risk and explode common myths
- Explore the relationship between clients' mental health problems and how to handle conflict with them



## How would you deal with the following ?

- A client is swearing in every sentence they use with you. Do you challenge it or not ?
- A client has been pacing around the room complaining about the bad service you offer. You are sitting down. They suddenly stand over you. What are your options ?
- You have a choice of seeing a difficult client in your home or at your place of work. What are the pros and cons of each option ?

**This day will give you ideas on how to approach these and many other difficult cases in new and constructive ways**



- FREE CD-ROM** included containing presentation, guided reading list, evidence-based reference list, further resources and **COPIABLE WORKSHEETS**, checklists and forms to use immediately with your clients.
- Certificate of Attendance. Suitable for CPD and PREP.
- Video demonstrations of techniques
- Lots of opportunities for raising questions and discussion with tutor and colleagues
- Post-seminar case support and consultancy available



## Dates & Venues:

**21 October 2009, London (The British Psychological Society)**

*Also Available for In-house Training*



**Course tutor: Paul Grantham** *Chartered Clinical Psychologist*, is a clinical psychologist with extensive NHS, Social Services and training experience. He has worked extensively within the NHS and has trained staff in health care, social services, local governments and education around the UK. He has written on a range of therapy and helping issues. He has a particular interest in why people do NOT change and currently focuses on overcoming obstacles to behaviour, emotion and attitude adaption in clients. An extensively informed, clinically experienced and humorous speaker he is known for his emphasis on the practicalities rather than just the theory of client-based work.



## Booking Conditions

**Booking constitutes a contract.**

### Course fee

- UK: £125 + VAT (£143.75) per delegate to include refreshments and course materials.
- **Block bookings:** Groups of 4 or more save £5 per person - IF all applications are made in a single envelope with a single authorisation letter or payment.

### How to book

DETACH the booking form below (photocopies acceptable) and either:

- Send with a cheque for £143.75 made payable to The Skills Development Service Ltd to: SDS Ltd, P.O. Box 254, UCKFIELD, TN22 9BN
- Send OR Fax: 0870 199 1838 with LETTER OF AUTHORISATION or purchase order from employer showing name & address to send invoice to.
- Telephone: 0870 241 7294 giving credit card details.
- Web: [www.skillsdevelopment.co.uk](http://www.skillsdevelopment.co.uk) giving credit card details.
- No provisional bookings taken.

### Cancellations

- Cancellation in writing up to 14 days prior to the course leads to a refund minus a £15+VAT admin fee (or a full credit note for a future course – optional).
- Cancellation in writing up to 7 days prior to the course leads to a credit for a future course minus a £15+VAT admin fee.
- Cancellations less than 7 days before the event or failure to attend on the day will leave the individual who is invoiced fully liable for payment. No refund will be made in such instances either. We recommend insurance is taken out to cover such eventualities.
- SDS reserves the right to substitute trainers and/or move venues or postpone and reschedule courses in exceptional circumstances. If you are unable to attend the rescheduled event you will be given a full credit for a future seminar.

**To change delegates or locations:** Delegates may be substituted at any stage prior to the course as long as SDS Ltd are notified beforehand. We will also change locations if the newly preferred venue is not already full.

**Visit our website for further information on this and other courses, to download the application forms for this or other courses, to book your place or to check availability - *It's updated daily!***

## ----- Booking Form -----

### Managing Conflict & Aggression With Clients

COURSE DATE \_\_\_\_\_ COURSE LOCATION \_\_\_\_\_

DELEGATE NAME \_\_\_\_\_

JOB TITLE \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_ POST CODE \_\_\_\_\_

TEL No: \_\_\_\_\_ FAX No: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

The Skills Development Service Ltd, P.O. Box 254, UCKFIELD, TN22 9BN  
Tel: 0870 241 7294 Fax: 0870 199 1838 e-mail: [info@skillsdevelopment.co.uk](mailto:info@skillsdevelopment.co.uk) [www.skillsdevelopment.co.uk](http://www.skillsdevelopment.co.uk)