



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



Available for In-house Training  
Book now and take advantage of our unique **SPECIAL OFFER**  
see overleaf for details

# Managing Conflict & Aggression With Clients

## Course Outline:

**09.30 Registration** (All times may vary depending on arrangements of your organisation)

### **09.45 Common conflict situations**

(Small group exercise and discussion)

### **10.45 Preparatory issues – conflict prevention (1)**

(Presentation, demonstration & discussion)

- non-verbal personal behaviour and cuing

### **11.00 Refreshments**

### **11.15 Preparatory issues – conflict prevention (2)**

- the assertion/facilitation balance

(Presentation, practice & discussion)

### **11.45 Identification of cues of possible escalating conflict**

- Situational, verbal and non-verbal

(Presentation, demonstration & discussion)

### **12.30 Lunch Break**

### **13.30 De-escalation strategies**

(Presentation, demonstration, practice & discussion)

- The importance of the control of pacing
- Key verbal and non-verbal techniques

### **15.00 Refreshments**

### **15.15 “If things start getting physical...”**

Non-physical methods of responding

(Demonstration, practice & discussion)

### **15.45 Understanding and addressing mental health issues within conflict situations**

(Presentation & discussion)

### **16.15 Plenary**

(Q & A)

### **16.30 Finish**

## SDS In-House Training

## How to Book



- Call us on 0870 241 7294 or e-mail us on [info@skillsdevelopment.co.uk](mailto:info@skillsdevelopment.co.uk) briefly outlining your needs and providing us with your full address and contact telephone number.
- A written quotation, booking conditions and an outline of the proposed training will be sent to you within 48 hours.
- If the topic you are interested in is not on our list, one of our training consultants will get back to you within the next two or three days to discuss your requirements.
- Please recognise that because of high demand, forward planning of between three and twelve months is often required. So please book your in-house training in advance and we will do everything possible to accommodate your needs.

## Special Offer only for In-House Customers

- With every in-house day you have with us – we will issue a voucher enabling one person from your organization to attend one of our seminars completely **FREE**.
- You receive this voucher immediately after your in-house training day will have taken place.
- This is a unique opportunity for your staff to try our new topics totally free and for your organization to get “first hands” feedback on our new courses.



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