

NON-VIOLENT CRISIS INTERVENTION CARE



Overview

This course trains delegates to recognise changes in attitude which could potentially lead to escalating negative behaviour. They will learn to respond promptly and appropriately, using both verbal and non-verbal techniques in order to de-escalate the situation whilst ensuring their own personal safety. With the intention of overcoming any fears which may hold them back, delegates will be asked to address the stresses and anxieties which they have when facing challenging situations and confrontation.

Outline of Programme

- Introduction and explanation.
- Quickly identify changes in behaviour that could potentially lead to a crisis.
- How to respond appropriately and prevent a situation from escalating.
- Use of verbal/non-verbal techniques to defuse a situation.
- Dealing with own personal fears, stresses and anxieties.
- Team and solo intervention.
- The safe, non-harmful use of physical restraint as a last resort.
- Personal safety in the circumstance of behaviour becoming physical.

Assessment

The non-violent crisis intervention training course takes around 4 hours and delegates may be expected to engage in several group activities. Our experienced trainers will be on hand to help guide participants through these sessions and a certificate will be awarded upon completion.

Cost

Our courses are competitively priced, and we aim to beat any equivalent training quote.

Important Information

- The training venue should be quiet and undisturbed.
- Staff should not be expected to be on duty.
- Staff attending should remain for the entire length of the session.
- Flexible dates available.
- Please call to book a day that suits you.