

## Personal Safety / De-escalation Skills

### BACKGROUND:

Conflict and behaviour that challenges services are an increasing problem in the health and social care settings, De-escalation (being proactive) is a valuable skill that can be implemented by support staff to help diffuse potentially dangerous/threatening situations. This can impact on staff confidence and their ability to maintain their role, it will also have an effect on the organisation as a whole.

### TARGET GROUP:

This course is designed to offer training to managers, supervisors and staff who have direct contact with the public (customer services), supported housing, lone working and working with individuals who challenge services.

### COURSE AIMS:

De-escalation can be implemented by support staff to help diffuse potentially emotional and difficult situations. Attendees will become aware of risk assessment, triggers, escalation and communication skills including active and reflective listening.

### LEARNING OUTCOMES:

1. Identify relevant policies, procedures and control measures that needs to be in place to support safe working practice
2. Analyse 'Assault Cycle' process and 5 associated phases trigger, escalation, crisis, recovery and remorse
3. Assess the value of Dynamic Risk Assessment in relation to personal safety, escalation and creating dependency
4. Demonstrate knowledge of effective de-escalation skills including active and reflective listening
5. Explain the importance of reporting and recording abusive/aggressive incidents

### ORGANISATIONAL BENEFITS:

Promoting safe working practices in line with Health & Safety at Work Act 1974 and Management of Health & Safety at Work Regulations 1999, whilst valuing and empowering support staff to deliver quality support services.

**Costs: £700 + VAT for 12-14 people, at your venue**

(Including all materials)

For further information or to reserve your place contact Steps Training on **02920 095300** or email [info@steps-training.co.uk](mailto:info@steps-training.co.uk) @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR