



SKILLS FOR CHALLENGING SITUATIONS

Simple steps for frontline staff

1 day training course

Introduction

Communication and how we communicate is at the heart of our interactions with the people around us. It is how we impart information to others and how we receive information back. Most interaction between staff and service users are professional and amicable. Interactions in healthcare environments can also be set against a range of other challenges e.g. stress, concern and high volumes. As a result, this can lead to some people in such situations presenting with what is described as challenging behaviour. Additionally, there are people who use health services who are unable to express their needs in commonly understood ways which impacts on their quality of life in terms of everyday activities or life outcomes generally.

Challenging behaviour also has an impact on those who work in support roles or in caring roles. Patients, clients and service users can exhibit behaviours which can place care workers at risk. Being aggressive, being disruptive, causing destruction and self-harming can be indicative of challenging behaviour. Such behaviour can also be seen where communications skills are compromised e.g. learning difficulties or dementia.

This one day course is designed for those who work with patients, clients and service users who may present with challenging behaviours. Through working with our experienced facilitator, course participants will feel confident and equipped to deal with challenging situations in order to create an environment which is safe and secure for themselves and others.

Learning outcomes

At the end of this one day course participants will be able to:

- Understand the behaviour
- Explain the stages of escalation
- Outline strategies for coping
- Identify relevant legislation
- Demonstrate how to plan, seek support and help
- Identify in-house support systems, protocols, policies and procedures
- Outline self-management and personal safety strategies



COURSE CONTENT

- What is challenging behaviour in certain situations?
- Why does it occur?
- What are the stages of escalation?
- Communication skills
- Coping strategies
- Relevant legislation (HIQA and Health and Safety Legislation)
- Tips and techniques
- Incident Report Writing
- Planning, help and support systems
- Self-care

Trainer
empathetic
and
knowledgeable

Target audience

Skills for Challenging Situations has been designed with those front line staff in mind who frequently handle interactions with patients, service users and clients who for a variety of reasons present with behaviour which can be difficult to manage. It is designed for staff who work in both clinical and non-clinical health service and social care environments, including hospitals, nursing homes and other health care facilities.

Methodology

A safe environment will be created to encourage participants to engage fully with the course materials and to explore issues that may arise. Participants will also be encouraged to put the techniques covered during the training into practice during the day. This highly interactive training day will include:

- Short lectures
- Facilitated discussions
- Group activities
- Role plays

Course options

There are two options available:

- In-house course (available on request)
- Open course (contact HMI to find out more)

Duration

- 1 day face -to-face.



To find out more about
**SKILLS FOR CHALLENGING
SITUATIONS**
please do one of the following:



Visit our website www.hmi.ie



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Terms & Conditions

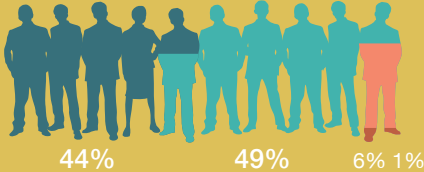
Fee is payable in advance. Refunds are not available where cancellations are received less than 5 working days before the course commences. Participants who have booked and paid and are unable to undertake a particular course can change to an alternative date. Participants will be charged in full where there is non-attendance on any programme. SHRC Limited reserves the right to reschedule courses. Special offers cannot be combined.

PARTICIPANT FEEDBACK

As a provider of high quality training experiences, the HMI are eager to know how our participants feel about our courses. We are committed to continuously improving and ensuring the delivery of quality management training to managers/supervisors/team leaders working in a health service environment.

The following statistics were composed from the feedback from participants who attended our management development courses.

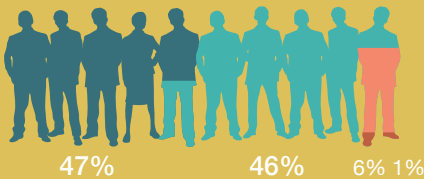
LEARNING OBJECTIVES



93% of our participants rated the achievement of the learning objectives as very good or excellent.

"Very practical and interactive ...good opportunity to update knowledge and skills"

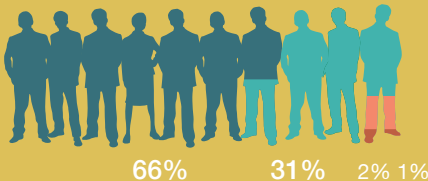
QUALITY OF TRAINING METHODS



93% of our participants rated the mix of training methods as very good or excellent.

"Speaker was excellent and easy on the ear. Very helpful on Q&A"

STANDARD OF TRAINER



97% of our participants rated the standard of the trainer as very good or excellent.

Legend: ■ excellent ■ very good ■ good ■ average ■ poor

Why choose us for your training and education?

- We understand the complexity of healthcare.
- We recognise the challenges that healthcare managers experience.
- We meet these challenges with training, education & ongoing network opportunities.
- We guarantee experienced facilitators.
- We provide best-in-class service.

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