

# Guiding Learners to Manage Challenging Behaviour

## Empowering People Together



# Delivery Methods

---

**We provide a flexible approach to delivering our training, IKON Live, live online training, in-person face-to-face training or via our train the trainer programme**



## **IKON Live, live online training**

Our effective remote communications training enables your people to get the training they need wherever they are, with a real life IKON trainer, via Microsoft Teams.



## **Face-to-face training**

Many of our courses, especially those with physical skills, can be delivered in a face-to-face training environment, either at your venue or ours.



## **Train the trainer courses**

IKON's train the trainer service will enable your team to deliver motivational and insightful training that builds confidence and trust with delegates.



# Empowering People Together

**IKON is one of the UK's leading providers of specialist training designed to help people manage challenging and aggressive behaviour.**

IKON's training has been developed to tackle the specific challenges faced by those working with challenging or aggressive behaviour:

- **Managing challenging behaviour.**
- **Conflict resolution.**
- **Communications skills (including telephone).**
- **Physical skills.**
- **Awareness.**

We understand that best practice and legislation are continually evolving. That's why we never stop learning; developing our team and our training.



## Training Needs Analysis

Often, our clients request that we combine the content of more than one course. We're happy to create bespoke packages tailored to your needs.





# Stand-alone Courses

## BREAKAWAY

Our breakaway course is designed to help 'at risk' staff groups remove themselves from potential harm. It provides a range of simple, effective skills and legal knowledge which helps people safely disengage themselves from aggressive situations. Each course comprises theory and physical skills, providing techniques to meet the needs of organisations, clients and your people.

### Course Content

#### Procedural and legal context

- Medical implications of techniques.
- Policies and procedures.
- Use of force legislation.

#### Distance, stance and positioning

- Distance - action vs. reaction.
- Posture.
- Tactical awareness.

#### Breakaway and disengagement techniques

- Disengagement skills.
- Scenarios.

### Delivery Methods



### Outcomes

- Understand the procedural and legal context of violence.
- Demonstrate approved skills to manage challenging behaviour.
- Prevent behaviours escalating using positive body language.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

12

Max delegates  
per course

3.5

Hours  
per course

### Suggested Attendees

All new employees, frontline staff, those facing challenging or aggressive behaviour.

Each of these training courses can be delivered independently or as part of a bespoke programme

# CONFLICT RESOLUTION

Our conflict resolution course helps frontline people to recognise and resolve challenging situations. They will be provided with the attitudes, behaviours and skills to resolve conflict in a safe and confident way.

## Course Content

### Exploring conflict

- Defining conflict.
- Common causes.
- Stages of conflict.

### Communication models and de-escalation

- Conflict examples.
- Warning and danger signs.
- Communication models.
- Cultural differences.
- Communication and de-escalation.

### Procedural, environmental and legal responsibilities

- Use of force legislation.
- Risk assessments.
- Policy and best practice.
- Mental Capacity Act.

### Incident reporting and support

- Documentation and systems.
- Post-incident procedures.
- Options for support.

## Delivery Methods



## Outcomes

- Recognise conflict and the causes.
- De-escalate aggressive behaviour effectively.
- Understand procedural and legal context of violence.
- Provide post-incident procedures.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

16

Max delegates  
per course

3.5

Hours  
per course

## Suggested Attendees

All new employees,  
all public-facing staff.

# Stand-alone Courses

## CONFLICT RESOLUTION & PERSONAL SAFETY

Combines the best of Conflict Resolution, Lone Worker and Breakaway for teams that face a higher level of risk on a day-to-day basis. It will raise self-awareness, improve confidence and teach people how to safely remove themselves from potential harm.

### Course Content

#### Exploring conflict

- What is conflict?
- Common causes.
- Stages of conflict.

#### Communication models and de-escalation

- Delegate experiences.
- Communication models.
- Verbal and non-verbal communication.

#### Procedural, environmental and legal responsibilities

- Use of force legislation.
- Risk assessments.

#### Lone working and personal safety

- Policies and procedures.
- Best practice.
- Responsibilities.

#### Distance, stance and positioning

- Action vs. reaction.
- Tactical awareness.

#### Disengagement techniques

- Disengagement techniques.
- Medical implications.
- Scenarios.

#### Incident reporting and support

- Documentation and systems.
- Post-incident procedures.
- Options for support.

### Delivery Methods



### Outcomes

- Recognise escalating behaviour.
- Reduce the risk of conflict occurring.
- Implement measures to successfully manage a conflict situation.
- Interpret procedural, environmental and legal context of violence.
- Safely remove themselves from harm.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

12

Max delegates  
per course

6

Hours  
per course

### Suggested Attendees

All new employees, frontline staff, public-facing staff those facing challenging or aggressive behaviour.

Each of these training courses can be delivered independently or as part of a bespoke programme

# LONE WORKER

Our lone worker safety training will improve the health and safety, self-awareness and confidence of people who have to work without supervision. The training will focus on communication skills, risk assessment practices, positive body language, stance and positioning skills. The course is designed to improve understanding of your organisation's lone worker policy whilst helping staff to feel empowered to resolve situations effectively and safely when working alone.

## Course Content

### Lone working and personal safety

- Lone working definitions.
- Work-based case studies.
- Impact factors - personal and environmental.
- Dynamic risk assessment.

### Policies and procedures

- Your policy.
- Post-incident.
- Options of support.

### Communication and lone working strategies

- Managing conflict.
- Control measures.

### Physical stance and positioning

- Posture.
- Distance.
- Crisis communication.
- Escape routes.
- Tactical awareness.

## Delivery Methods



## Outcomes

- Define lone working.
- Identify personal safety risks.
- Understand policies to keep you safe.
- Demonstrate positive communication and strategies.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

16

Max delegates  
per course

3.5

Hours  
per course

## Suggested Attendees

All new employees. Those staff recognised as lone workers.

# Stand-alone Courses

## MANAGING CHALLENGING BEHAVIOUR - THEORY

This course is a prerequisite to the practical training. This course is designed so that your people will be able to identify and manage challenging behaviour pro-actively. By the end of the course they will be able to understand and implement de-escalation strategies with a focus on early intervention.

### Course Content

#### Exploring challenging behaviour

- Experiences and challenges faced.
- Causes, triggers and precursors.
- Iceberg theory.

#### Recognising behavioural changes

- Warning and danger signs.
- Patterns of behaviour.

#### De-escalation strategies and techniques

- Communication models and theories.
- De-escalation strategies.

#### Legal rights and responsibilities

- Policies and procedures.
- Legislation.

### Delivery Methods



### Outcomes

- Recognise the signs of challenging behaviour
- De-escalate using excellent communication
- Understand the legal and moral position

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates  
per course

3.5

Hours  
per course

### Suggested Attendees

All new employees, customer-facing staff, those facing challenging or aggressive behaviour



Each of these training courses can be delivered independently or as part of a bespoke programme

# MANAGING CHALLENGING BEHAVIOUR - PRACTICAL

Learn techniques to prevent harm due to challenging behaviour while maintaining a safe and supportive service where an ongoing duty of care exists. This course teaches staff to remove themselves from a potentially dangerous situation and safely hold or relocate whilst understanding the medical and legal implications of using techniques.

## Course Content

### Distance, positioning and movement

- Posture.
- Tactical awareness.

### Redirection and relocation

- Guiding and moving.
- Balance displacement

### Restrictive/restraint techniques

- Single and pairs techniques.
- Standing and seated interventions.
- Scenarios.

### Medical implications of techniques

- Positional asphyxia.
- Safe practice.



## Outcomes

- Recognise the signs of challenging behaviour.
- De-escalate using excellent communication.
- Demonstrate safe tactical skills to minimise risk.
- Hold and relocate service users to maintain safety.
- Understand the legal and moral position.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

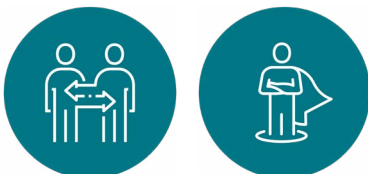
12

Max delegates  
per course

3.5

Hours  
per course

## Delivery Methods



## Suggested Attendees

All new employees, public-facing staff, those facing challenging or aggressive behaviour.

# Stand-alone Courses

## RESOLVING TELEPHONE CONFLICT

Teaches your people how to manage and defuse difficult phone conversations. Delegates will learn coping strategies for use during and after an aggressive call. Used effectively, our training will allow conversations to progress more productively.

### Course Content

#### Recognising telephone conflict

- Policy definitions.
- Causes of challenging calls.

#### Communication

- Components.
- Breakdowns.
- Positive body language.
- Customer service.

#### Models to manage conflict

- Betari's Box - how attitude affects behaviour.
- LEAPS - listening model to defuse.
- Five Step Appeal to manage and end calls when required.

#### Incident reporting and support

- Documentation and systems.
- Post-incident procedures.
- Options for support.



### Outcomes

- Recognise telephone conflict.
- Start a call positively
- Implement strategies to manage a challenging call.
- Report incidents effectively.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

16

Max delegates  
per course

3.5

Hours  
per course

### Delivery Methods



### Suggested Attendees

Reception staff, help desk teams, call centre teams, customer services.

Each of these training courses can be delivered independently or as part of a bespoke programme

## SAFETY POD

Introducing the Safety Pod, bespoke safety equipment crafted to provide a safer alternative to excessive restrictive practices. Specifically designed to support individuals in vulnerable situations, you'll explore how the Pod can be employed to proactively used to prevent incidents and utilised as a de-escalation strategy when behaviour increases.

Endorsed by leading industry experts and backed by medical support, the Pod ensures safety during necessary actions, promoting person-centred care while upholding human rights. The Safety Pod has significantly reduced injuries. In some settings, it has completely eradicated the need for restrictive interventions. Elevate safety standards with the innovative and endorsed Safety Pod.

### Course Content

#### Understanding Behaviours that Challenge

- Exploring experiences.
- Identifying causes, triggers and changes in behaviour.

#### De-escalation Skills

- Utilising communication skills.
- Person-centred distraction/ Diversion strategies.

#### Responsibilities and Guidelines

- Policies and procedures.
- Legislation and risks.
- Post-incident reviews.
- Reporting and recording.

#### Physical Skills

- Positive stance and positioning.
- Balance displacement techniques.

- Restraint.
- Foreseeable risk and medical implications.

#### Safety Pod

- Explore design and purpose.
- Moving and handling.
- Understand uses and versatility.
- Implement safe practices.
- Apply knowledge in practical situations.
- Understand care and maintenance.

### Delivery Methods



**Prerequisite:** Learners must have received training within the past year covering approved physical intervention techniques for effective Safety Pod use.



### Outcomes

- Gain insight into the Safety Pod's evolution and background.
- Navigate the legal framework for physical skills.
- Identify proactive options of use for the Safety Pod.
- Demonstrate Safety Pod applications in your setting.
- Recognise risks and medical implications of restrictive practices.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.



Max delegates per course



Day per course

### Suggested Attendees

All new employees, frontline staff, public facing staff, those facing challenging or aggressive behaviour.

# Stand-alone Courses

## SAFETY POD CHILDREN'S SERVICES

Our Children's Homes Safety Pod course is for those working with children displaying challenging behaviours.

The Safety Pod is an innovative piece of safety equipment endorsed by leading medical experts, specifically designed to offer a safer alternative to the excessive use of restrictive interventions.

In this course, participants will learn to use the Pod effectively in home environments, preventing and de-escalating situations, ensuring a faster and safer resolution when restrictive practices are necessary.

### Course Content

#### Understanding Behaviours that Challenge

- Exploring experiences.
- Identifying causes, triggers and changes in behaviour.

#### De-escalation Skills

- Utilising communication skills.
- Person-centred distraction/diversion strategies.

#### Responsibilities and Guidelines

- Policies and procedures.
- Legislation and risk.
- Post-incident reviews.
- Reporting and recordings.

#### Physical Skills

- Positive stance and positioning.
- Balance displacement techniques.
- Restrictive interventions.
- Foreseeable risk and medical implications.

#### Safety Pod

- Introducing.
- Moving and handling.
- Understand uses and versatility.
- Scenarios.
- Understand care and maintenance.



### Outcomes

- Gain insight into the Safety Pod's evolution & background.
- Recognise the recommended applications & essential features.
- Demonstrate restrictive interventions using the Safety Pod.
- Identify proactive strategies for effectively using the Safety Pod.
- Understand legal context of physical skills & Safety Pod.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

12

Max delegates per course

1

Day per course

### Delivery Methods



**Prerequisite:** Learners must have received training within the past year covering approved physical intervention techniques for effective Safety Pod use.

### Suggested Attendees

Home Managers and Deputies, Support Workers, Agency Staff/Workers, Social Workers, Clinical Psychologists.



Each of these training courses can be delivered independently or as part of a bespoke programme

# SAFETY POD CHILDREN'S SERVICES REFRESHER

This refresher course is for children's home staff who have completed the Safety Pod initial course and are current in physical intervention training attendance.

The annual course revisits core Pod principles and provides a platform for experience sharing, live Pod technique demonstrations, and discussions on essential maintenance procedures. Endorsed by industry-leading medical experts, this course has gained support for its proven efficacy in significantly reducing injuries.

## Course Content

### Exploring Behaviours That Challenge

- Sharing experiences and challenges faced.

### Procedural, Environmental and Legal Responsibilities

- Understanding policies and procedures.
- Exploring legislation related to restrictive interventions and the Safety Pod.
- Assessing risks Person and environmental.
- Post-incident debriefing.
- Reporting and recording practices.

### Physical Skills

- Performing restrictive interventions using the Safety Pod.
- Recognising foreseeable risks and medical implications.
- Application of skills through practical scenarios.

### Safety Pod

- Risk assessing the need for the Safety Pod.
- Assessing risks related to individuals and their environment.
- Restrictive interventions on the Safety Pod.
- Reviewing maintenance for the Safety Pod.

## Delivery Methods



Attendance requires completing the initial Safety Pod course and recent training within the past year covering approved physical intervention techniques.



## Outcomes

- Assess when to use the Safety Pod.
- Review the legal framework for physical skills and the Safety Pod.
- Demonstrate restrictive interventions using the Safety Pod.
- Recognise risks and medical implications associated with the Safety Pod.

At the end of this course your team will receive:

- Certificate of attendance.
- Post-course resources.

12

Max delegates per course

3.5

Hours per course

## Suggested Attendees

Home Managers and Deputies, Support Workers, Agency Staff/Workers, Social Workers, Clinical Psychologists.

# We'd love to hear from you

If you have any questions or you'd like to discuss your specific requirements, we'd love to hear from you.

**01473 927333**

**[info@ikontraining.co.uk](mailto:info@ikontraining.co.uk)**

IKON Training Three Rivers Business Centre  
Felixstowe Road Ipswich Suffolk IP10 0BF

**IKON**  
training

