Helping the NHS Manage Challenging Behaviour

Empowering People Together

IKON training

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.

ICM
The Institute of Conflict Management

Bild Association of Certified Training

Restraint Reduction Network
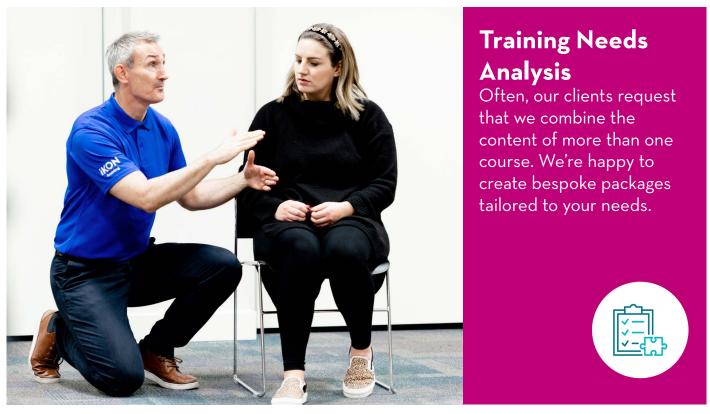
CERTIFIED TRAINING SERVICE

Empowering People Together

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

IKON's training has been developed to tackle the specific challenges faced by those working in the NHS.

- 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 session comprises theory and physical skills, providing techniques to meet the needs of patients and staff.

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 law on self defence**
- **Remove themselves from aggressive behaviours**
- **Prevent behaviours escalating using strategies and skills**

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

Emergency department staff, theatre teams, healthcare assistants, portering staff

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, existing staff completing mandatory refresher training, agency nurses and temporary or bank 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**

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 session

6 Hours per session

Suggested attendees
All new employees, staff facing challenging or aggressive behaviour

Delivery Methods

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 session

3.5
Hours per session

Suggested attendees

Community staff, clinical and non-clinical, community doctors and healthcare professionals, community midwives

Stand-alone Courses

MANAGING CHALLENGING BEHAVIOUR

Learn techniques to prevent harm due to clinically-related 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 patients whilst also understanding the medical and legal implications of using techniques.

Course content

THEORY

Assessing risks
- **Behaviour changes**
- **Clinical cause**

De-escalation and prevention skills
- **Communication models**
- **De-escalation strategies**

Legal rights and responsibilities
- **Policies and procedures**
- **Legislation**

Incident reporting and support
- **Documentation and systems**
- **Post-incident procedures**
- **Options for support**

PRACTICAL

Distance, stance and positioning
- **Posture**
- **Tactical awareness**

Relocation and distraction
- **Safe moving**
- **Hip checking**

Clinical safe holding
- **Safe holding in pairs**
- **Standing, supine and seated interventions**
- **Scenarios**

Medical implications of techniques
- **Positional asphyxia**
- **Safe practice**

Outcomes
- **Recognise and understand challenging behaviour**
- **Understand legal issues regarding restraint**
- **Safely hold/relocate an aggressive patient**

At the end of this course your team will receive:
- Certificate of attendance
- Post-course resources

12 Max delegates per session

6 Hours per session

Suggested attendees
Care of the elderly staff, theatre teams, paediatric teams, portering staff, security teams site managers/ward managers

Delivery Methods

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**

Delivery Methods

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 session

3.5
Hours per session

Suggested attendees
Patient Advice and Liaison Service (PALS) operators, reception staff, help desk teams, call centre teams

Stand-alone Courses

SECURITY TEAMS MANAGING VIOLENCE & AGGRESSION

This course is designed for healthcare security and response teams involved in the proactive management of violence and aggression. The course teaches breakaway and clinical safe holding techniques to prevent the patient from harming themselves or others. It also covers legal requirements, reporting and aftercare.

Course content

THEORY

Roles and responsibilities
- Assessing risk
- NHS security

De-escalation
- Warning/danger signs
- Communication models
- De-escalation skills

Legal context
- Use of force legislation
- Policies and procedures

Reporting and support
- Documentation and systems
- Post-incident procedures

PRACTICAL

Stance and positioning
- Posture
- Tactical Awareness

Breakaway and re-location
- Disengagement techniques
- Safe moving

Clinical safe holding and physical intervention
- Standing, supine and seated interventions
- Restraint/escorting

Medical implications of techniques
- Positional/restraint asphyxia
- Safe practice

Delivery Methods

Outcomes
- **Recognise and respond to incidents**
- **Demonstrate excellent communication skills**
- **Reduce risks for patients and visitors**
- **Escape from an aggressive situation**
- **Hold and relocate using accredited techniques**
- **Understand the legal and medical implications of restraint**
- **Competently report and debrief an incident**

At the end of this course your team will receive:
- Certificate of attendance
- Post-course resources

12 Max delegates per session

2 days per session

Suggested attendees
Security teams, portering staff, site managers/ward managers, clinical response teams, safeguarding/health and safety

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 pro-actively 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 dtrategies.

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.

12 Max delegates per course

1 Day per course

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

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.

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