



Empowering People Together.

Course Prospectus.



Managing
conflict.



Building
confidence.



Creating **safer**
workplaces.

Helping you create a **safer, more confident workplace.**

Equipping your team with practical skills, and the confidence to respond to challenging behaviour in a safe and professional way. Tailoring each session to your environment and your challenges, so **your team leaves feeling ready, supported, confident and empowered.**

Training built for your world.



Tailored to
your sector



Training that fits
your needs



Guidance to
choose well

'It only takes one challenging situation to knock someone's confidence or leave a team feeling unsupported.'

– James Crown, Training Director



Training **that fits your reality.**

Real support, not off-the-shelf training.

Your team needs practical, relevant support that reflects the challenges they face every day, whether that's managing conflict, responding to distress, or staying safe under pressure.



What we **promise:**

Skills your team can use the very next day.

Confidence to handle challenging situations.

Lasting change through flexible delivery & ongoing support.

Training, **shaped around your people.**

Building confidence across a team, embedding long-term culture change, the process is **shaped around you.**

What to expect

- a clear, collaborative process that puts people first:

- 1 **Discovery**
 - ✓ It starts with a conversation. We learn about your goals, your people, and the real-world situations they face.
- 2 **Design**
 - ✓ We co-create course content based on real scenarios, sector-specific risks, and your organisational values.
- 3 **Delivery**
 - ✓ Our trainers bring relevant experience from your sector. They speak your team's language and know how to make learning practical, relatable, and memorable.
- 4 **Support**
 - ✓ Training isn't a one-off. Every course includes access to the **IKON Academy** – our digital learning hub – where your team can revisit key takeaways, download resources, and continue building confidence.



'Let's create a safer and more confident workplace... for your people, your service, and your future.'

Conflict Resolution.

Equip your team with the confidence and practical skills to **navigate workplace conflict, calmly, safely and professionally.**



Why **this course matters.**

When conflict is left unresolved, it leads to stress, complaints, burnout and, eventually, staff turnover. This course **supports people to recognise early warning signs, de-escalate tension using positive communication, and manage incidents with confidence, empathy and clarity.** It's not just about handling conflict. It's about feeling ready to face it and reducing the risk before it escalates.

What **your team will learn.**

- ✓ **Recognise conflict** triggers and the key causes.
- ✓ **De-escalate situations** through calm, clear communication.
- ✓ **Understand** key policies, procedures and relevant legislation.
- ✓ **Report incidents** clearly and appropriately.
- ✓ **Apply proven conflict models** and frameworks to **real situations.**

Course duration
3.5 Hours

Course learners
16 Per Course

In-Person Training

Affiliate Trainer Programme

Live, Online Training



'Hands down the best conflict resolution training I've ever had.' – NHS Learner, King's College Hospital.

POPULAR COURSE

The **learner journey.**

Our Conflict Resolution course follows a **five-step learning journey designed to build confidence, insight and practical skills** in real-world situations.

- 1 Exploring conflict.**
Learners explore what conflict is, where it comes from, and how it escalates, through real-life examples and practical discussion.
 - ✓ Definitions and triggers.
 - ✓ Common causes.
 - ✓ Stages of conflict.
- 2 Communicating under pressure.**
We introduce proven communication models to help learners manage and de-escalate conflict safely and respectfully.
 - ✓ Verbal and non-verbal techniques.
 - ✓ Warning signs and danger signals.
 - ✓ Cultural awareness and differences.
- 3 Knowing your responsibilities.**
Clear guidance on legal and organisational frameworks, helps learners feel confident in their rights and duties.
 - ✓ Use of force and reasonable response.
 - ✓ Risk assessments.
 - ✓ Key policies and legal rights.
- 4 Reporting and reflecting.**
We teach how to respond professionally after incidents, from documentation to personal and team support.
 - ✓ Post-incident processes.
 - ✓ Options for support and supervision.
 - ✓ Documentation and systems.
- 5 Tools to take away.**
All learners receive:
 - ✓ Certificate of Attendance
 - ✓ Conflict Resolution Workbook
 - ✓ Access to IKON Academy for digital resources and ongoing support.

Resolving Telephone Conflict.

For **teams handling difficult calls**, complaints, or emotionally charged conversations, where staying calm and clear is everything.



Why **this course matters.**

Without body language, it's easy for messages to be misunderstood especially under pressure. This course gives your team the structure, language and confidence to manage conflict over the phone. They'll learn how to listen actively, stay calm, and bring conversations back on track, even in high-stress situations. **It's not just about what you say, it's how you say it, and how you stay in control.**

What **your team will learn.**

- ✓ **Recognise triggers** and patterns in phone-based conflict.
- ✓ Use active listening and calm language to **defuse tension**.
- ✓ **Stay professional and composed**, even during difficult calls.
- ✓ Follow structured steps to **manage escalating behaviour**.
- ✓ Know when and how to end a call appropriately.
- ✓ Reflect on calls and use learning to **build resilience**.

Course duration
3.5 Hours

Course learners
16 Per Course

In-Person Training  Affiliate Trainer Programme  Live, Online Training 



'I'll be highly recommending the course to my colleagues at BCP Council.' — Learner, BCP Council.

The **learner journey.**

This course follows a clear four-step journey designed to **build confidence, calm and clarity in every phone-based interaction.**

- 1** **Recognising telephone and digital conflict.**
 We begin by helping learners understand how conflict sounds and feels in the absence of body language, and how to stay composed under pressure.
 - ✓ Identify causes of conflict.
 - ✓ Use positive tone and professional manner.
 - ✓ Understand organisational policy definitions.
 - ✓ Apply customer service principles.
 - ✓ Enhance self-awareness in challenging situations.
- 2** **Communicating with confidence.**
 Learners explore communication models and practical strategies to de-escalate difficult conversations and bring control to unpredictable calls.
 - ✓ Use the attitude and behaviour model.
 - ✓ Apply structured listening techniques to defuse situations.
 - ✓ Review and reflect on example calls.
 - ✓ Manage emotionally charged or distressed conversations.
 - ✓ Learn how to safely and appropriately end calls when needed.
- 3** **Incident reporting and support.**
 We equip learners to respond professionally after a difficult call, from documentation to internal support.
 - ✓ Use organisational reporting systems effectively.
 - ✓ Follow post-incident procedures.
 - ✓ Explore support options for individual and team wellbeing.
- 4** **Tools to take away.**
 We close the course by reinforcing key takeaways and ensuring learners feel supported beyond the session.
 - ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.

Lone Worker Safety.

For professionals who **work alone**, make home visits, or travel between sites, where preparation and awareness are vital.



Why **this course matters.**

When staff work alone, they carry the responsibility for both their wellbeing and their decisions, often in unpredictable environments. This course equips learners with the confidence and **strategies to assess risk, stay situationally aware, and manage conflict with calm and control.** Lone workers need more than a policy; they need real-world skills and self-assurance.

What **your team will learn.**

- ✓ **Recognise personal safety risks** across varied settings.
- ✓ **Conduct dynamic risk assessments** before and during visits.
- ✓ **Use clear communication and de-escalation techniques** when needed.
- ✓ **Understand and apply lone working policies and procedures.**
- ✓ **Strengthen self-awareness** and decision-making while working independently.

Course duration
3.5 Hours

Course learners
16 Per Course

In-Person Training

Affiliate Trainer Programme

Live, Online Training



'This was the best lone working update I have ever had.' – Learner, Medway Community Healthcare.

The **learner journey.**

This course follows a five-step journey, designed to help professionals work independently with **greater awareness, confidence and control.**

- 1 Preparing to work alone.**
Learners begin by understanding what lone working really involves and how to prepare for visits with safety and confidence.

 - ✓ Define lone working.
 - ✓ Conduct dynamic risk assessments.
 - ✓ Gather critical information.
 - ✓ Recognise vulnerable situations.
 - ✓ Understand personal and environmental impact factors.
- 2 Communicate with clarity.**
We teach practical strategies for verbal and non-verbal communication to create space and defuse tension before it escalates.

 - ✓ Use clear, calm communication techniques.
 - ✓ Apply de-escalation strategies relevant to lone working.
 - ✓ Maintain control through posture, tone and body language.
- 3 Working within policy and procedure.**
Staff develop confidence in working within legal and organisational frameworks, with clear strategies for what to do if plans change.
- 4 Building situational awareness.**
Learners gain practical tools through spatial awareness, escape planning and confident body positioning.

 - ✓ Enhance awareness in real-time lone working situations.
 - ✓ Use distance, stance and positioning to reduce vulnerability.
 - ✓ Identify exit routes and maintain tactical awareness.
- 5 Tools to take away.**
Learners finish the course with practical tools and continued access to support.

 - ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.

Managing Challenging Behaviour.

For those who **support people in crisis, emotionally heightened states, or unpredictable environments**, where professionalism and empathy are essential.



Why **this course matters.**

Behaviour doesn't just disrupt a moment, it can affect team wellbeing, service quality, and overall culture. This course **helps your team understand what's behind behaviours, respond with empathy, and apply practical strategies to reduce risk and increase confidence** in their ability to stay safe and supportive. It's about **building confidence, not just compliance.**

What **your team will learn.**

- ✓ **Recognise behavioural triggers** and patterns.
- ✓ **De-escalate situations** through calm, respectful communication.
- ✓ **Respond safely** and proportionately to high-risk incidents.
- ✓ **Apply legal and procedural responsibilities** with confidence.
- ✓ **Reflect and adapt responses** based on best practice.

Course duration
6 Hours

Course learners
12 Per Course

In-Person Training
Affiliate Trainer Programme

The **learner journey.**

This full-day course blends theory with practice to **build skill, confidence and control** when supporting people in crisis.

- 1 Understanding behaviour that challenges.**
We begin by exploring what sits beneath the behaviour, helping learners recognise early signs and understand what's really going on.
 - ✓ Identify changes in behaviour.
 - ✓ Understand triggers and behavioural functions.
 - ✓ Assess environmental risk factors.
- 2 Responding with empathy and control.**
We introduce proven communication and prevention strategies that help staff respond with calm, clarity and professionalism.
 - ✓ Enhance self-awareness in pressured situations.
 - ✓ Apply the Attitude and Behaviour Model.
 - ✓ Use listening skills to de-escalate.
 - ✓ Apply preventative techniques to reduce risk early.
- 3 Knowing your legal responsibilities.**
Learners gain clarity on their rights, responsibilities, and the steps to take when incidents occur.
 - ✓ Understand lone working policies and legal duties.
 - ✓ Know how to respond post-incident.
 - ✓ Explore support options after difficult or unsafe situations.
- 4 Managing incidents professionally.**
We support learners to handle the aftermath of an incident with professionalism and care.
 - ✓ Learn how to document incidents clearly and accurately.
 - ✓ Understand the process of post-incident reflection.
 - ✓ Explore support available to individuals and teams.

- 5 Using body language to create space.**
This step focuses on how to use body positioning to protect personal space and reduce threat.
 - ✓ Practise safe stance and positioning.
 - ✓ Use body language to signal calm, control and clarity.
- 6 Safe relocation & distraction techniques.**
Learners explore pro-active physical responses that support safer movement and redirection.
 - ✓ Apply distraction and relocation techniques to defuse risk.
 - ✓ Use positioning and guidance to create safety without force.
- 7 Restrictive interventions (last resort).**
We focus on restrictive techniques used only when necessary.
 - ✓ Understand when restraint may be required.
 - ✓ Practise standing, seated and supine techniques with consent and control.
- 8 Medical awareness and risk reduction.**
We introduce the key medical considerations that must underpin every physical response.
 - ✓ Identify physical and psychological impacts of restraint.
 - ✓ Understand and prevent positional asphyxia and acute behavioural disturbance.
- 9 Tools to take away**
Learners finish the course with practical tools and continued access to support.
 - ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.

'This was the best managing challenging behaviour course I have undertaken.' — Sherwood Forest Hospitals Foundation Trust.

POPULAR COURSE

RRN Restraint Reduction Network Managing Challenging Behaviour.

For teams **supporting individuals with distressed or high-risk behaviours** in care, education, or healthcare settings, where safety, respect, and prevention must come first.



Why **this course matters.**

Managing behaviour well isn't just about safety in the moment, it's about reducing the need for physical interventions altogether. This RRN-aligned course helps staff understand what drives behaviour, **how to reduce restrictive practices**, and how to respond with skill, calm and care. It's not about managing people, it's about understanding them.

What **your team will learn.**

- ✓ **Understand the principles of restraint reduction** and positive behaviour support.
- ✓ **Identify triggers** and patterns of escalation.
- ✓ **Apply pro-active strategies to prevent incidents before they begin.**
- ✓ **Use person-centred communication to de-escalate behaviour safely.**
- ✓ **Explore engagement and relational approaches that reduce risk.**
- ✓ **Reflect on practice to ensure compliance with the RRN and promote a positive culture.**

Course duration
3 Days

Course learners
12 Per Course

In-Person Training
Affiliate Trainer Programme

The **learner journey.**

This three-day programme combines person-centred understanding with practical skills. It supports staff to **reduce restrictive practices**, make safer decisions, and build more respectful relationships.

- 1 Understanding behaviour that challenges.**
Learners developing insight into what behaviour communicates and how personalisation is key to safety.
 - ✓ Define and understand behaviours that challenge.
 - ✓ Explore behavioural triggers and functions.
 - ✓ Recognise patterns and escalation cues.
 - ✓ Embrace a person-centred, rights-based approach.
- 2 Primary strategies for prevention.**
We introduce the foundations of prevention, focused on positive planning and therapeutic engagement.
 - ✓ Develop proactive support strategies.
 - ✓ Explore the principles of Positive Behaviour Support (PBS).
 - ✓ Build trust through therapeutic relationships.
- 3 Secondary strategies for de-escalation.**
 - ✓ We introduce proven models and techniques for reducing escalation with empathy and confidence.
 - ✓ Use the Attitude and Behaviour Model.
 - ✓ Apply listening models to respond effectively.
 - ✓ Use distraction and diversion techniques in a person-centred way.
 - ✓ Prevent escalation through calm, reflective intervention.
- 4 Legal, environmental and organisational responsibilities.**
Learners gain clarity on when and how to act.
 - ✓ Understand legislation relating to restrictive interventions.
 - ✓ Follow national guidance and RRN standards.
- 5 Practising safe physical skills.**
This part of the course introduces physical responses taught with safety, dignity and compliance in mind.
 - ✓ Use distance, stance and positioning effectively.
 - ✓ Apply safe movement and relocation techniques.
 - ✓ Practise breakaway and disengagement skills.
 - ✓ Demonstrate standing, supine and seated restrictive interventions.
- 6 Understanding medical risks and trauma.**
We close the practical content with essential medical awareness, to ensure safety and reduce harm.
 - ✓ Recognise the medical risks of restrictive interventions.
 - ✓ Understand the signs and prevention of positional asphyxia.
 - ✓ Explore trauma and its impact through experts by experience.
- 7 Tools to take away.**
Learners leave with practical strategies, strengthened judgement, and access to continued learning.
 - ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.



'One of the best training courses I've been on, I left feeling confident.'
— Learner, Nottingham University Hospitals.

PMVA (Prevention & Management of Violence & Aggression).

For **professionals working in high-risk environments**, where the potential for physical aggression must be effectively managed with confidence, care and compliance.

Why **this course matters.**

In high-risk roles, aggression can escalate quickly putting safety, reputation and wellbeing on the line. This course helps staff **recognise early warning signs, apply safe de-escalation techniques, and respond with lawful, proportionate physical interventions when absolutely necessary.** Safety doesn't start with control, it starts with prevention, preparation and professional judgement.

What **your team will learn.**

- ✓ **Understand the causes of aggression** and how to reduce risk.
- ✓ **Recognise early signs** of escalating violence.
- ✓ Use communication strategies to **prevent physical confrontation.**
- ✓ **Apply safe, effective** and legally compliant physical responses.
- ✓ **Maintain professionalism** and dignity during interventions.
- ✓ Reflect on incidents to improve future decision-making and **reduce recurrence.**



Course duration
2 Days

Course learners
12 Per Course

In-Person Training

Affiliate Trainer Programme

The **learner journey.**

This two-day programme, helps **staff recognise aggression early, manage it safely, and apply professional judgement in high-risk environments.** The course combines prevention strategies with hands-on physical skills to reduce risk and promote dignity in every response.

- 1 Roles and responsibilities in risk situations.**
Learners begin by understanding how to assess dynamic risk and respond appropriately.
 - ✓ Learn how to recognise and respond to risk.
 - ✓ Identify potential threats before they escalate.
 - ✓ Understand your role in maintaining safety and control.
- 2 De-escalation and prevention skills.**
We introduce strategies to help staff defuse aggression and reduce escalation using calm, assertive communication.
 - ✓ Recognise behavioural changes and triggers.
 - ✓ Apply customer service and relational skills under pressure.
 - ✓ Use the Attitude and Behaviour Model to guide interactions.
 - ✓ Practise structured listening and de-escalation techniques.
- 3 Legal rights and responsibilities.**
Learners gain clarity on what they can do and what they must do.
 - ✓ Understand legal frameworks around the use of force.
 - ✓ Follow organisational policies with confidence and consistency.
 - ✓ Make decisions that stand up to scrutiny.
- 4 Reporting and post-incident support.**
We focus on documenting, reviewing and learning from incidents with accuracy and care.
 - ✓ Use reporting systems and paperwork correctly.
 - ✓ Implement post-incident processes.
 - ✓ Understand how to support teams and protect wellbeing.
- 5 Stance, positioning and tactical awareness.**
Learners explore how body positioning can protect themselves and others in potentially violent encounters.
 - ✓ Maintain safe distance and stance.
 - ✓ Use calm, confident body language.
 - ✓ Improve tactical awareness in close-contact situations.
- 6 Breakaway and disengagement techniques.**
This practical step covers how to create safe space and exit situations quickly and proportionately.
 - ✓ Practise safe disengagement movements.
 - ✓ Apply balance displacement and redirection techniques.
- 7 Restrictive physical intervention.**
We teach restraint as a last-resort measure, with full compliance to safety and dignity standards.
 - ✓ Demonstrate safe standing, seated and supine techniques.
 - ✓ Use escorting and relocation strategies responsibly.
- 8 Medical implications and risk awareness.**
A focus on safety, ensuring learners understand the potential impact of interventions on both staff and individuals.
 - ✓ Identify medical and psychological risks, including positional asphyxia.
 - ✓ Recognise signs early.
 - ✓ Use interventions only when necessary and with care.
- 9 Tools to take away**
Learners complete the course with the skills and support to act with confidence going forward.
 - ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.

'The course was extremely beneficial to me, I would highly recommend.'
— Carlisle Support Services.

Breakaway Disengagement.

Equip your team with the **skills to safely disengage from physical aggression** or situations where they may feel vulnerable.



Why **this course matters.**

When situations escalate, it's vital to have the ability to respond with confidence and control, without panic or unnecessary risk. This course helps learners **recognise rising tension and apply safe, proportionate disengagement techniques** that reduce the potential for harm, protecting both the individual and those around them. Breakaway isn't about confrontation. It's about creating space to stay safe.

What **your team will learn.**

- ✓ **Feel more confident** recognising when a situation is starting to escalate.
- ✓ Respond with calm, using body language and clear communication to **defuse tension**.
- ✓ Make safer, **faster decisions under pressure** by assessing risk in the moment.
- ✓ **Remove yourself from physical contact without panic**, using safe breakaway techniques.
- ✓ Reflect on what happened and know how to **report incidents** professionally.

Course duration
3.5 Hours

Course learners
12 Per Course

In-Person Training
Affiliate Trainer Programme



'I left the session feeling much more confident in applying what I learned.' — Learner, GFM.

POPULAR COURSE

The **learner journey.**

This course follows a clear journey, helping individuals **recognise risk early, respond with calm and control, and disengage safely** when needed.

1

Understanding policy and legal responsibilities.

Learners begin by gaining clarity on when and how they are permitted to act and what their responsibilities are under law and organisational procedure.

- ✓ Understand organisational policies and safety protocols.
- ✓ Explore the legal framework that supports self-defence and proportional response.

2

Positioning and spatial awareness.

This step focuses on how to create and maintain safe space using posture, body language, and presence.

- ✓ Maintain a safe reactionary gap.
- ✓ Use confident, non-threatening body language to prevent escalation.

3

Practising safe disengagement.

We introduce and rehearse safe, proportionate techniques for disengaging from physical contact.

- ✓ Practise disengagement techniques in response to common scenarios.

4

- ✓ Identify medical risks and limitations associated with physical intervention.

Tools to take away.

- The course concludes with access to follow-up resources and formal recognition of participation.
- ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.

De-escalation & Personal Safety.

For those in **public-facing roles** who may face aggression, threats, or unpredictable behaviour and need the confidence to **stay safe and in control**.



Why **this course matters**.

Aggression doesn't always come out of nowhere, but when it escalates, there's not always time to think. This course **equips individuals with practical strategies to spot early warning signs, de-escalate safely, and protect themselves and others without confrontation or fear.** Personal safety starts with awareness, and ends with confident, calm decisions.

What **your team will learn**.

- ✓ **Recognise early warning signs** and feel confident acting before aggression escalates.
- ✓ Use calm language, body positioning, and active listening to **defuse tension**.
- ✓ Make quicker, **safer decisions** by assessing risk in real time.
- ✓ **Understand when to engage, avoid, or safely withdraw** and how to do it with control.
- ✓ Respond professionally after an incident through **effective reflection and reporting**.

Course duration
6 Hours

Course learners
12 Per Course

In-Person Training

Affiliate Trainer Programme

POPULAR COURSE



'Fantastic course, equipped us with skills to resolve negative situations.' – Learner, Sherwood Forest Hospitals FT.

The **learner journey**.

This full day course, helps individuals build awareness, manage aggression with calm communication, and **protect their personal safety with confidence and control**.

- 1 Understanding conflict in unpredictable settings.**

We begin by exploring how conflict develops and what makes certain environments more vulnerable to escalation.

 - ✓ Define conflict and lone working challenges.
 - ✓ Recognise changes in behaviour that signal rising risk.
 - ✓ Understand the root causes of conflict in people-facing roles.
- 2 Communicating to de-escalate.**

We introduce proven models and techniques that give learners structure, language, and calm confidence during high-pressure interactions.

 - ✓ Apply the Attitude and Behaviour Model.
 - ✓ Use verbal and non-verbal de-escalation techniques.
 - ✓ Practise listening strategies to defuse difficult conversations.
 - ✓ Manage emotionally charged situations with clarity and care.
- 3 Assessing risk and making safer decisions.**

We focus on practical, real-time risk assessment helping learners make confident choices that prevent harm.
- 4 Staying safe while working alone.**

This step gives learners tools to remain alert, in control and physically prepared during solo working scenarios.

 - ✓ Enhance situational awareness.
 - ✓ Use distance, stance and positioning to increase safety.
 - ✓ Learn safe disengagement and breakaway techniques.
- 5 Responding and reflecting after an incident.**

We close the course with a focus on professional response and ongoing support.

 - ✓ Complete clear, effective incident reports.
 - ✓ Understand post-incident procedures.
 - ✓ Access support options and team reflection.
- 6 Tools to take away.**

 - ✓ Certificate of Attendance.
 - ✓ Access to IKON Academy for digital resources and ongoing support.

Protest & Public Order.

For professionals **managing demonstrations, protests, and large-scale public events**, where safety, legality and professionalism are critical.



Why **this course matters.**

Protests and public order events can escalate rapidly, from calm to chaotic. With the right training, public-facing teams can reduce risk, de-escalate tension, and protect both safety and rights. This course provides **practical strategies for maintaining control, communicating under pressure**, and making sound decisions in complex, high-profile situations. Public safety and human rights are not opposites, both are protected through clear thinking and calm response.

What **your team will learn.**

- ✓ **Understand the legal rights** around protest and public order, and how they affect response.
- ✓ Assess live situations quickly and **identify early signs of risk or escalation.**
- ✓ Use **communication techniques** that protect dignity and reduce confrontation.
- ✓ Deploy **safe, proportionate crowd management** strategies.
- ✓ Make **defensible decisions under pressure** when force may be required.
- ✓ Reflect on past actions to **strengthen future planning** and team co-ordination.

Course duration
6 Hours

Course learners
12 Per Course

In-Person Training

Affiliate Trainer Programme

The **learner journey.**

This course combines legal understanding, situational control, and calm leadership. **Learners leave equipped to manage public gatherings safely, lawfully and professionally** while respecting the rights of all involved.

1 **Understanding the right to protest.**

We explore the legal and social context of protest in the UK and what that means for those in operational roles.

- ✓ Understand the evolution and role of protest in public life.
- ✓ Clarify legal rights, limitations and the 'qualified' nature of protest.
- ✓ Learn how to balance individual rights with safety, access and duty of care.

2 **Operational planning & venue co-ordination.**

Focus shifts to preparation, how to work with venue/event teams to minimise risk before escalation occurs.

- ✓ Identify the venue's goals, layout and available support.
- ✓ Plan for sterile areas and restricted zones.
- ✓ Understand how to document operational decisions and proportionality.

3 **Communication, tactical presence and techniques.**

This step introduces safe, respectful management techniques focused on professional presence and calm, co-ordinated response.

- ✓ Explore methods for protester removal.
- ✓ Practise safe, respectful manual handling (where necessary).
- ✓ Maintain professional conduct under direct observation.
- ✓ Build security awareness across large or multi-site events.

4 **Security awareness & environmental control.**

We equip learners with strategies to



'Being prepared for every eventuality can make all the difference'
— Excel London's Head of Security.

maintain control of complex, multi-site or high-volume protest scenarios, while staying vigilant.

- ✓ Prepare for the possibility of multiple, simultaneous protests.
- ✓ Maintain secure zones and protect restricted areas.
- ✓ Adjust plans dynamically to respond to crowd movement or new triggers.

5 **Collaboration with law enforcement.**

- ✓ We cover when and how to engage with police and what to expect in joint response situations.
- ✓ Identify thresholds for police involvement.
- ✓ Understand available resources and escalation protocols.
- ✓ Learn how to build professional working relationships with enforcement agencies.

6 **Reporting, evidence & professional accountability.**

The course concludes with training on incident review, legal accountability and documentation.

- ✓ Gather and present evidence of decisions made, and actions taken.
- ✓ Follow organisational protocols for post-event reporting and reflection.

7 **Tools to take away.**

- ✓ Certificate of Attendance.
- ✓ Access to IKON Academy for digital resources and ongoing support.

Physical Intervention Equipment.

For professionals **who may need to use physical intervention equipment safely and effectively in challenging environments** where risk must be managed with care, control and compliance.



Why **this course matters.**

In some situations, de-escalation alone isn't enough. When physical intervention equipment is used, safety must come first for the person applying it, and the person it's used with. This course **supports learners to use intervention equipment responsibly and professionally, in line with policy, legislation, and best practice standards.** Safety starts with confidence, and confidence comes from knowing what's appropriate, proportionate, and safe.

What **your team will learn.**

- ✓ **Understand the legal, ethical, and policy context** of using physical intervention equipment.
- ✓ Develop **confidence in using equipment correctly** and safely in live scenarios.
- ✓ Apply intervention techniques in ways that **minimise harm and maintain control.**
- ✓ **Assess risk** in the moment and adjust decisions accordingly.
- ✓ Reflect on how equipment is used and identify ways to **improve practice.**

Course duration
6 Hours

Course learners
12 Per Course

In-Person Training
Affiliate Trainer Programme

The **learner journey.**

A clear, step-by-step journey combining legal clarity, **practical skills and confident equipment use** with a focus on safety, control and compliance.

1 **Understanding behaviour and communication.**

We start by exploring the behaviours that often precede escalation, and how communication plays a vital role in prevention.

- ✓ Reflect on personal experiences and common challenges.
- ✓ Understand causes, triggers and signs of escalating behaviour.
- ✓ Apply communication models and person-centred de-escalation strategies.

2 **Legal, policy and risk responsibilities.**

We clarify the legal and procedural context that governs physical interventions, ensuring decisions are proportionate and informed.

- ✓ Understand organisational policies and legal frameworks.
- ✓ Assess person and environmental risk factors.
- ✓ Clarify responsibilities when equipment is used.

3 **Safe use of physical intervention equipment.**

This practical step introduces the equipment (e.g. Safety Pod), its purpose, and how to use it safely in challenging scenarios.

- ✓ Introduction to the Safety Pod and its functionality.
- ✓ Learn safe positioning, movement, and balance displacement.
- ✓ Understand maintenance, storage, and safe operating procedures.



'My confidence went from a 1 to a 10 after the course.' – Imperial College Healthcare NHS Trust.

4 **Restrictive interventions and medical risk.**

We explore when restrictive interventions are necessary and how to carry them out with safety, respect, and awareness of medical risks.

- ✓ Practise safe standing and seated interventions.
- ✓ Understand foreseeable risks and medical implications.
- ✓ Recognise the impact of trauma and how to minimise harm.

5 **Reporting and post-incident procedures.**

We focus on professional accountability, helping learners understand how to report, reflect, and improve future responses.

- ✓ Complete accurate documentation and incident reports.
- ✓ Follow post-incident procedures and reviews.
- ✓ Use reflective practice to improve safety and compliance.

6 **Tools to take away.**

- ✓ Certificate of Attendance.
- ✓ Access to IKON Academy for digital resources and ongoing support.

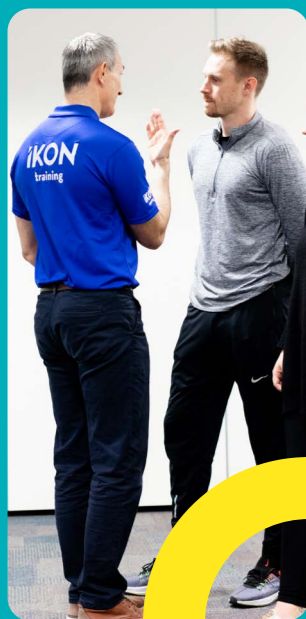
About IKON Training.

When safety, confidence and culture matter, training must go beyond the basics.

IKON Training equips people with the skills, strategies and confidence to manage conflict, respond to challenging behaviour, and stay safe in complex situations.

For over 20 years, we've worked across healthcare, housing, education, retail and transport, always adapting to your people, your pressures and your priorities.

Empowering People. Enhancing Safety. Delivering Confidence.



IKON Training exists to equip people with valuable knowledge and essential skills that empower them with the confidence and ability to reduce and manage challenging situations in the workplace.

Through our approach, together we are -

- ✓ Helping you feel safer and more positive in your place of work.
- ✓ Empowering you with the skills to make a difference every day.
- ✓ Enhancing emotional awareness and confidence.
- ✓ Boosting morale, retention and team empowerment.
- ✓ Mitigating risk of injury in potentially challenging situations.
- ✓ Supporting those in people-facing roles to be safer.
- ✓ Training the workplace safety IKONs of tomorrow.

Together let's create more positive and productive workplaces, and ultimately, a safer community for everyone.

Why we exist.

We've experienced it firsthand: People being asked to manage conflict, distress, and aggression, without the tools or skills to do it confidently. That's why, in 2004, Jason Keeley and Louise Ballard founded IKON Training to change that reality. Not by ticking compliance boxes, but by helping people feel ready.

- ✓ Ready to speak up.
- ✓ Ready to step in.
- ✓ Ready to stay calm, safe, and in control.

More than 20 years on, with Training Director James Crown, leading our national delivery team, IKON continues to support organisations across healthcare, education, housing, transport, and beyond.

We've stayed true to our belief:
If you invest in people, you protect everything else.



Jason Keeley

Louise Ballard

James Crown

Trusted and **accredited.**

Certified by the Bild Association of Certified Training.

Fully aligned with the Restraint Reduction Network (RRN) Standards.

A recognised Institute of Conflict Management (ICM) Quality Award Centre.



People first.

We meet people where they are.



Confident communicators.

We model what we teach.



Expert educators.

We draw from lived experience.



Positive change makers.

We train for impact, not just attendance.



Results & impact of the training.

Everything we do is about giving professionals the confidence, clarity and skills to **manage challenging situations with calm and control.**

But don't just take our word for it...

Across every sector we work in, our training leads to measurable improvements, from increased confidence to reduced incidents, and safer, more consistent workplaces.

What **success** looks like...



'I now feel so much more confident in my job role. Will definitely recommend!'

Suffolk County Council



'I found this training incredibly informative and very empowering, I know the ED nurses I trained with did also.'

Lewisham & Greenwich NHS Trust



'Helped my confidence with dealing with hostile situations. Learned in a supportive environment. One of the best training sessions I've ever done.'

NHS University Hospitals of Liverpool Group



'Whilst volunteering at our local food bank, I found there was plenty of information on how to help divert conflict situations.'

Trussell



'I found the training to be highly beneficial. It's enhanced my awareness and equipped me with the right tools to manage incidents with confidence.'

City St Georges, University of London



'The course was extremely beneficial to me moving forward into a new job at a local hospital as a porter/ security officer.'

James Paget University Hospitals NHS Foundation Trust



'I cannot recommend the de-escalation training enough! It's thorough and eye opening. IKON really are fantastic.'

Genesis Orwell Mencap



'Their delivery methods, adaptability, professionalism and knowledge in this area **has allowed us to achieve our lowest passenger accident rate ever.'**

5 → 9 Increased confidence



'The team handled two challenging incidents on Oxford Street with **calm, confident professionalism,** responding swiftly, clearly, and without hesitation.'

96% felt more capable



'Since introducing the managing challenging behaviour course for clinical staff, the response has been **overwhelmingly positive** with many, including matrons.'

97% would recommend



Training, **your way.**

Every team is different. Some need hands-on support in the room. Others need flexibility across sites, shifts or regions.

That's why we offer a range of delivery options each designed to work with your people, not against your schedule. Whatever format you choose, you'll get the same IKON quality: practical, engaging, and rooted in the realities your team faces every day.

Delivery methods	Benefits	Best for	Flexibility
In-Person Training	Immersive and hands-on, with live coaching from expert trainers.	Teams working in high-risk or hands-on environments.	Delivered on-site or at our training venue.
Live, Online Training	Interactive, engaging, and accessible from anywhere.	National teams, hybrid staff, or follow-up sessions.	Scheduled around your shifts and availability.
Affiliate Trainer Programme	Build in-house capability with IKON-accredited in-house trainers.	Organisations wanting consistency and sustainable delivery.	Scalable and adaptable to your structure and setting.

Not sure what's right for your team?

We'll help you find the best fit and support you at every step.

Train the trainer programme.

By investing in your people, and empowering them to deliver impactful training, **you create confident trainers who shape a safer, stronger workplace culture.**

Why organisations choose the Affiliate Trainer Programme:

- ✓ **Tailored training:** Aligns fully with your policies, risks and responsibilities.
- ✓ **Cost-effective and scalable:** Reduces reliance on external providers while scaling your reach.
- ✓ **Flexible delivery:** Sessions can be delivered around real-world workloads.
- ✓ **Quality assured:** Trainers are supported by IKON Academy, regular CPD, moderation, and access to the latest resources.
- ✓ **Culture-embedding:** Keeps best practice alive by developing confident internal champions.



Pre-requisite: To take part, learners should hold (or be working towards) the Level 3 Award in Education and Training.

Who it's for?

This programme is ideal for team members who:

- ✓ Communicate clearly and confidently.
- ✓ Have credibility within

their team or organisation.

- ✓ Are reflective, open to learning, and committed to supporting others.
- ✓ Understand the operational and emotional realities of the subject area.

'This training gave me a real confidence boost. I left feeling ready to lead.'

Lexrae Support

'It provided me with the tools to confidently deliver this training to learners.'

Core Highways

'A great week on the affiliate trainer programme. Tim was inspiring, made the whole group feel at ease.'

Avanti West Coast


Ready to book **your training?**

Let's create a safer, more confident
workplace, together.

Call us today **01473 927333**

Email us **info@ikontraining.co.uk**

Visit our website **www.ikontraining.co.uk**



**IKON Training is not just a course,
it is the start of lasting change.**