

# Bring out the best in your organisation

Improve service outcomes by building a confident and competent workforce

## The Training Exchange services

### Courses in Bristol 2019/20 – You come to us

Enjoy the benefits of learning in multi-agency groups with people from a range of backgrounds in public, private and voluntary sectors, including health & social care, criminal justice, housing & homelessness, education, workplace wellbeing, youth & community. (See course listings overleaf)

**Costs** (including certificates, training packs and locally cooked lunch)

**1 day courses £150 (+VAT) 2 day courses £250 (+VAT) \***

\* Mental Health First Aid courses £275 (+VAT) including manual and certification from MHFA England

\* Management & leadership £275 (+VAT)

Two concessionary places are available on each course. Visit our website for full terms and conditions.

### Venues and times

All courses take place at accessible venues in Bristol. Courses start at 9.30am and end by 4.30pm.

Courses run with a maximum of 18 people.

### In-house courses – We come to you

Do you have a whole team that would benefit from our training or would it be more practical for us to come to you? All of the courses in this brochure and many more can be adapted for your organisation or your region. We work across the UK.

In addition to our courses listed overleaf, we regularly deliver in-house:

ASIST - Applied Suicide Intervention Skills	Brief solution focused therapy
Mental health awareness	Adolescent neglect
Self injury	Children's safeguarding (basic and advanced)
Addressing ACES and complex trauma	Assessment skills - children & families
Practical management of PTSD	Advocacy skills - children & young people
Assessment & case management	Lone working
Drug & alcohol awareness and interventions	Conflict resolution
Alcohol - brief interventions	Effective communication
Controlled drinking programme	Making meetings more effective
Harm reduction	Building effective teams

### Project work and consultancy

Use our specialist knowledge and skills to improve outcomes, shape practice and redesign services. Contact us to discuss how we can support your workforce and organisational development needs.

**The Training Exchange**  
Easton Business Centre, Bristol BS5 0HE

phone **0117 941 5859**  
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the **TRAINING**  
exchange

**The Training Exchange team comprises associate trainers and consultants who are experts in their fields. Our work is grounded in current evidence, policy and good practice. Use our expertise in organising, designing and delivering training and development activities to maximise your investment.**

*"Excellent overview and exploration of reflective practice strategies. Another brilliant course by Training Exchange - thank you - always cover material that is cutting edge."*

**Course participant, Facilitating reflective practice**

*"Good mix of content and exercises – practical techniques and tips, and actively doing it - every minute of the day counted. I feel more confident now to go out of my comfort zone."*

**Course participant, Speaking with confidence**

*"The depth of information to build understanding, practical activities and skills development will enable me to use this in a variety of settings. This is one of the most interesting and useful training courses I have attended."*

**Course participant, Motivational interviewing**

*"Great course - refreshed knowledge base and learnt new and up to date ways of supporting individuals with complex mental health issues."*

**Course participant, Adult Mental Health First Aid**

*"Multi-faceted approach to working with young people. Neuroscience, practical skills and demonstrated strategies, access to website for more resources – Loved it!"*

**Course participant, Working with young people with complex needs**

*"The Training Exchange works with a clear learning approach – so is always drawing on best practice and the most up-to-date information and knowledge in both training and consultancy work. They have the experience and expertise necessary to do the work commissioned and always deliver to deadline."*

**Public Health Service Manager feedback**

## The Training Exchange

An independent company with a 22 year track record of providing consistently high quality training, learning and professional development opportunities

[www.trainingexchange.org.uk](http://www.trainingexchange.org.uk)

# Change through People

## Training programme and service guide 2019/20

**Managing teams**  
**Training & presentation**  
**People skills**  
**Mental health & wellbeing**  
**Complex needs**  
**Drugs & alcohol**  
**Independent consultancy**

## Managing teams

### Facilitating reflective practice

**One day course** 9 October 2019 and  
19 May 2020

**Trainer** Susan Moores

A dynamic and interactive day for those supporting or managing staff. Explore definitions and models to inform possible approaches and share ideas on integrating reflective practice into all aspects of service delivery. Through discussion, observation and practising a number of creative tools, participants will develop confidence and leave better equipped to facilitate reflective practice and to support others in doing so.

### Management & leadership

**Two day course** 15 & 16 October 2019 and  
17 & 18 June 2020

**Trainer** Rowan Miller

An interactive two days to stimulate development for both new and more established managers, co-creators and change agents. Explore current thinking and practice of effective leadership, and practise and refine coaching skills using real world examples and challenges.

### Supervision skills

**Two day course** 27 & 28 November 2019

**Trainer** Susan Moores

Explore effective management and support of staff through a structured supervision process grounded in reflective practice. This course provides space to gain fresh perspectives and practise using approaches, skills and tools to develop supervision agendas and records, respond to complex issues, challenge effectively, and support and motivate staff.

## Training & presentation

### Training for trainers

**One day course** 19 November 2019

**Trainer** Jo Bush

Explore the essentials of effective training to create or refresh your own courses. Apply learning theory, use tools for training design, experience a range of creative methods, discuss ideas for group management and learn tips for using resources to bring out the best in your training and your learners.

### Speaking with confidence

**One day course** 27 February 2020

**Trainer** Susan Lawrence

Develop your skills to communicate with clarity and confidence in meetings, presentations, training and a range of other work-related settings. Drawing on assertive techniques, consider personal fears and challenges, pick up tips to improve your delivery and develop a style that works for you.

## People skills

### Groupwork skills

**Two day course** 15 & 16 May 2019 and  
4 & 5 March 2020

**Trainer** Susan Lawrence

Understand the key stages of group process to develop your confidence in group facilitation. Identify practical ways to overcome problems in groups, practise co-facilitation and develop creative methods to apply in your own setting.

### Motivational interviewing

**Two day course** 4 & 5 June 2019 and  
28 & 29 January 2020

**Trainer** Phil Harris

Participants develop an understanding of the spirit and principles of motivational interviewing. Practise skills to deepen assessment processes and help people to reflect on behaviours and consequences, engage with support services, and strengthen their motivation and commitment to positive change.

### Challenging & aggressive behaviour

**One day course** 26 November 2019 and  
4 June 2020

**Trainer** Susan Lawrence

A practical stepped approach to containing and responding safely and confidently to incidents in the workplace. Understand what's behind the behaviour and develop essential communication techniques and practical strategies to build confidence to defuse and de-escalate challenging and aggressive situations.

### Professional boundaries

**One day course** 19 March 2020

**Trainer** Clare Lucas

Clarify professional boundaries for staff to work effectively and safely with vulnerable people maintaining a positive and friendly working relationship at a professional distance. Discuss the importance of boundaries for service users, staff and organisations; identify where boundaries become blurred or violated; evaluate specific risks associated with social media; and learn essential strategies to maintain a healthy balance between personal and professional life.

### Adult safeguarding

**One day course** 30 April 2020

**Trainer** Clare Lucas

Drawing on changes brought about by the Care Act 2014, develop your understanding of the categories of abuse and possible indicators, and identify how to respond to safeguarding disclosures and concerns. Participants will have opportunities to consider why clients who face increased risk might not report abuse, good practice in preventing abuse and neglect and new ideas for improved multi agency working.

## Mental health & wellbeing

### Youth Mental Health First Aid

**Two day course** 3 & 4 July 2019 and  
10 & 11 December 2019 and  
1 & 2 July 2020

**Trainer** Suzanne Pearson

For supporting young people 8-18, this course develops understanding and confidence to spot the signs of mental health issues, respond effectively, and link young people to resources and services that can help. You will leave with a handbook and tools to support early intervention, promote wellbeing, respond to crisis and create a mentally healthy environment in your family, school, service or community.

### Resilience skills

**One day course** 17 September 2019 and  
26 March 2020

**Trainer** Chris Johnstone

Strength-building positive psychology interventions of proven effectiveness; for staff wanting to protect their own wellbeing, alongside promoting self-help skills in the people they work with. Resilience training has been shown to reduce the risk of depression and anxiety.

### Building resilience in young people

**One day course** 19 September 2019 and  
24 March 2020

**Trainer** Chris Johnstone

Using evidence based interventions that are easily applied and taught, this course identifies strategies and insights that help strengthen resilience skills in young people. Explore self-help tools to develop growth mindsets, nourish inner reserves, strengthen support, recover from setbacks and build resilient responses to difficult situations.

### Adult Mental Health First Aid

**Two day course** 24 & 25 September 2019 and  
4 & 5 December 2019 and  
10 & 11 March 2020 and  
24 & 25 June 2020

**Trainer** Suzanne Pearson

Mental Health First Aid provides a framework for understanding and responding to anxiety, depression, self-harm, suicide risk and psychosis. You'll learn how to recognise the signs of mental health problems; develop confidence to reassure individuals in distress and link them to resources and services that can help. Understand how to promote wellbeing and create a mentally healthy environment in your workplace, service or community.

### Suicide intervention skills

**One day course** 22 October 2019

**Trainer** Suzanne Pearson

Using evidenced based suicide intervention strategies, this course provides space to talk about suicide and develop suicide safe responses. Consider risk factors, practice suicide intervention skills, and identify approaches and resources to support individuals to make plans to stay safe.

### Psychologically informed responses to working with personality disorder

**One day course** 21 November 2019

**Trainer** Suzanne Pearson

Develop practical approaches to work effectively with people with personality disorder life difficulties. Using key psychological theories and models, the course explores the contested nature of this diagnostic category, the impact of stigma, potential interpersonal challenges and the importance of staff self-awareness and self-care in practice.

### CBT tools for stress and anxiety

**One day course** 26 February 2020

**Trainer** Suzanne Pearson

An introduction to the cognitive behavioural approach to understanding and addressing excessive stress and anxiety difficulties. Learn practical tools and techniques that can be used to assist people to better manage stress and reduce the impact of anxiety on their day-to-day life and develop resilience in a range of contexts including work-place, support roles and personal life.

### Responding to mental health crisis

**One day course** 1 April 2020

**Trainer** Sal Ball

For those staff who are the first point of contact for service users, this course develops face-to-face and telephone communication skills to respond safely, appropriately and confidently to people experiencing a range of mental health crises. Participants reflect on challenging situations and learn the key principles of supportive responses to people thinking about suicide.

## Complex needs

### Supporting recovery from complex trauma

**One day course** 10 July 2019 and  
17 March 2020

**Trainers** Pat Johnson and Dr Mike Peirce

Drawing on a survivor perspective, develop your understanding of the neurobiological, physiological and psychological effects of complex trauma and the consequences and coping strategies that may result. Increase confidence to respond to adult disclosures of childhood sexual, emotional and physical abuse and neglect. Identify what helps and doesn't help recovery; explore the three-stage model of recovery; and learn tools and strategies to 'hold' clients safely to support recovery.

### Domestic abuse & complex needs

**One day course** 2 October 2019

**Trainer** Sarah Blake

In keeping with NICE guidance on multi-agency working for domestic abuse, this Level 2 course will develop your confidence to recognise domestic abuse and respond appropriately. Understand the dynamics of domestic abuse and how it affects people's lives; consider the impact of service interventions and promote safer working; become familiar with asking clients about abuse; and use tools and consider approaches to assess immediate safety, develop safety plans, and support individuals with complex needs to access specialist services.

### Working with stuck clients

**One day course** 13 November 2019

**Trainer** Phil Harris

Resistance to change is an inevitable part of psychological therapies work. This course provides critical insight into the principle sources of resistance in the client, in the practitioner and in the language. It describes traps we easily fall in to with resistant clients and how to avoid them. Participants develop an extensive tool box of practical skills and techniques to navigate resistance and develop change even with the most psychologically stuck clients.

### Sustaining empathy

**One day course** 5 February 2020

**Trainer** Sal Ball

Designed specifically for supporters keen to explore their own responses and deepen empathy, this reflective day provides participants with a safe space to explore why they feel challenged by certain clients and how the support relationship can be strengthened. Developing advanced empathy skills, the course considers what happens when change is hard, how to avoid compassion fatigue and remain hopeful and helpful for individuals with complex needs.

### Working with young people with complex needs

**Two day course** 11 & 12 February 2020

**Trainer** Phil Harris

Young people face unique stresses, pressures and transitions that are reflected in their experience of substance misuse, offending and mental health problems. Explore key issues in adolescent development as a backdrop to understanding how young people experience problems. Gain a deep understanding of adolescent complexity and practise a range of interventions to help young people reduce difficulties.

**Contact us for more information and detailed course outlines**

**0117 941 5859**

**info@trainingexchange.org.uk**

## Courses in Bristol 2019/20

### How to book

Book online at

**www.trainingexchange.org.uk**

or request a booking form by email

**info@trainingexchange.org.uk**

or phone **0117 941 5859**

**See overleaf for further information and costs**

*Course dates may be subject to change, visit our website for the most up to date information.*

## Drugs & alcohol

### Addiction, dependency & recovery

**One day course** 23 October 2019

**Trainer** Phil Harris

Exploring the role of drugs within society, the factors that contribute to the drug using experience, how people change and the routes to recovery. Learn what tolerance, withdrawal, addiction and dependency mean and how this relates to a clear understanding of recovery. This comprehensive overview will develop or refresh your confidence to work with drug and alcohol users.

### Supporting recovery:

#### Preventing relapse

**One day course** 13 May 2020

**Trainer** Phil Harris

Based on the latest research in recovery from problematic drug and alcohol use, this course offers a clear map of the recovery processes and the key challenges those in recovery face. Drawing on social learning theory, clinical research and practical examples, participants explore models and techniques to support clients through each phase of their recovery and practise key skills to address the risk of relapse.

### Dual diagnosis

**One day course** 10 June 2020

**Trainer** Phil Harris

A day of learning and reflection on the complexities of dual diagnosis. Participants explore the interactions between mental illness and substance misuse, establish a framework for assessment and identify evidence based approaches to effective management and treatment for this client group.

**www.trainingexchange.org.uk**