

# Change through People

## Training programme and service guide 2018

Managing teams

Training & presentation

People skills

Mental health & wellbeing

Drugs & alcohol

Independent consultancy

## Bring out the best in your organisation

Improve service outcomes by building a confident and competent workforce

### The Training Exchange services

#### Courses in Bristol 2018 – 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)

#### 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:

Professional boundaries

Lone working

Conflict resolution

Equality and diversity

Service user involvement

Children's safeguarding (Basic and advanced)

Adult safeguarding (Basic and advanced)

Alcohol brief interventions

Addiction, dependency and recovery

Adolescent development & substance misuse

Relapse prevention

Understanding personality disorder

ASIST – Applied suicide intervention skills

Workplace mental health & wellbeing

If you can't find what you're looking for, contact us - our network of associate trainers cover many more areas of expertise.

#### Larger scale commissioned programmes

Do you need a larger programme of training or are you commissioning for a wider workforce? We have delivered Mental health training for GP practices, Substance misuse training to prison teams, Drug and alcohol awareness to midwives and the wider workforce, Responding to mental health in the workplace for university team managers, and far reaching practitioner skills programmes.

#### Project work, research & consultancy

Use our specialist knowledge and skills to improve outcomes, shape practice and design better services. Recent work includes Workforce development initiatives, Consultation and needs assessment, Working group facilitation, Resource design, Project and service review and evaluation.

Contact us to discuss how we can work in partnership to respond to your training and organisational development needs.

#### The Training Exchange

Easton Business Centre, Bristol BS5 0HE

tel/fax **0117 941 5859**

email **info@trainingexchange.org.uk**

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.

*"Very useful, exploring different supervision theories and feeling confident to give them a go. One of the most interesting courses I've been on. Real learning and new tools that I will be able to apply. Interactive, lots of different learning styles and great motivational trainer!"*

**Course participant, Supervision skills**

*"Very inspired - plus was great to learn about the different learning styles, techniques and theories, and some really great tips that are so simple that I hope to put into practice.*

*Excellent course, full of great content and fantastic exercises."*

**Course participant, Trainer's toolkit**

*"Very informative course put across in a way that was easily understood. I feel I have a greater understanding of mental health and more confidence in supporting service users and applying Mental Health First Aid."*

**Course participant, Mental Health First Aid**

*"Information about drugs, alcohol and mental health was all relevant and 'fitted' together for me to take back to our service. Very full agenda with lots to absorb. Phil quite obviously knows his stuff."*

**Course participant, Dual diagnosis**

*"Acknowledging steps to follow in any situation that allow you to stay in control and stop an incident escalating. All the hints and tips are really transferable! Excellent presentation."*

**Course participant, Difficult & aggressive behaviour**

## The Training Exchange

An independent company with a 20 year track record of providing consistently high quality training, learning and professional development opportunities

**www.trainingexchange.org.uk**

## Training to inspire and motivate

### Managing teams

#### Management & leadership

**Two day course** 28 February & 1 March and 14 & 15 November 2018

**Trainers** Amy Shortridge and Toria Moore

An interactive two days to stimulate development for both new and established managers. Explore theory and practice, principles and disciplines of effective team leadership; and practise and refine coaching skills using real world examples and challenges.

#### Supervision skills

**Two day course** 16 & 17 May 2018

**Trainer** Susan Moores

Grounded within a theoretical and practical framework, this course provides space for line managers to gain fresh perspectives and practise using approaches, skills and tools to respond to complex issues, challenge effectively, and support and motivate staff.

#### Facilitating reflective practice

**One day course** 18 October 2018

**Trainer** Susan Moores

A dynamic day for managers to share ideas on how to integrate reflective practice into all aspects of service delivery. Participants will explore definitions, models and underpinning theories to inform structure, methods and approaches; and practise, observe and discuss a range of creative tools to develop confidence to facilitate reflective practice processes in the workplace.

### Training & presentation

#### Speaking with confidence

**One day course** 9 October 2018

**Trainer** Susan Lawrence

Develop your skills to communicate with clarity and confidence in meetings, and in training and presentation. Overcome personal fears and challenges, pick up tips to improve your practice and develop a style that works for you.

#### Training for trainers

**One day course** 8 November 2018

**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.

### People skills

#### Motivational interviewing

**Two day course** 7 & 8 February and 3 & 4 October 2018

**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.

#### Groupwork skills

**Two day course** 21 & 22 February 2018

**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.

#### Brief solution focused therapy

**Two day course** 6 & 7 March 2018

**Trainer** Phil Harris

Learn about this action-orientated intervention that can be highly successful in helping people implement change. Explore and practise questions drawing on people's internal resources to enhance useful behaviours, build solutions, and identify and work towards clear goals.

#### Effective communication

– using assertiveness techniques

**One day course** 21 June 2018

**Trainer** Susan Lawrence

A dynamic and practical day to understand the core principles for effective communication, and to practise using ingredients and techniques for communicating assertively one-to-one and in groups. Explore barriers, behaviours and triggers that can inhibit effective communication and develop strategies and confidence to manage these.

#### Difficult & aggressive behaviour

**One day course** 26 June 2018

**Trainer** Susan Lawrence

A practical stepped approach to containing and responding safely and confidently to incidents in the workplace. Use essential communication techniques, and build confidence to defuse and de-escalate challenging situations.

*“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**

## Courses in Bristol 2018

### Mental health & wellbeing

#### Psychologically informed responses to working with personality disorder

**One day course** 1 February 2018

**Trainer** Suzanne Pearson

Develop practical strategies and frameworks to work effectively with people with personality disorder life difficulties. Using key psychological theories and models, and with a focus on Borderline Personality Disorder, explore the impact of attitudes and identify responses to interpersonal challenges that can be applied in practice.

#### Self harm and suicide intervention

**One day course** 27 February 2018

**Trainer** Suzanne Pearson

Develop your awareness and identify good practice in responding to individuals who self harm; understand background factors, and consider implications for support. Recognise what's different about self harming behaviour and suicide intent, where there is a connection related to risk and build on approaches to engaging with individuals who have thoughts of suicide to promote and plan for their safety.

#### Building resilience in young people

**One day course** 13 March and 27 September 2018

**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.

#### Resilience skills

**One day course** 15 March and 25 September 2018

**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.

#### Adult Mental Health First Aid

**Two day course** 21 & 22 March, 1 & 2 May and 3 & 4 July 2018

**Trainer** Suzanne Pearson

Mental Health First Aid provides a framework for responding to anxiety, self injury, depression, suicide risk and psychosis. You'll learn how to recognise the signs of mental health problems and develop confidence to respond to people who are distressed.

#### Responding to mental health crisis

– for telephone and front of house staff

**One day course** 11 April 2018

**Trainer** Sal Ball

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, for those staff who are often the first point of contact for service users. Participants reflect on challenging situations and learn the key principles of supportive responses.

#### Domestic abuse and complex needs

**One day course** 19 April 2018

**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, respond appropriately and know when to offer referral to specialist services. Understand the dynamics of domestic abuse and how it affects people's lives; become familiar with asking clients about abuse; and use tools and consider approaches to assess immediate safety, develop safety plans, and reduce barriers to individuals accessing services.

#### Supporting recovery from complex trauma

**One day course** 25 April 2018

**Trainers** Pat Johnson and Dr Mike Peirce

This one day course develops understanding of the neurobiological, physiological and psychological effects of complex trauma, and the consequences and coping strategies that may result. Drawing on a survivor perspective, increase confidence in responding to adult disclosures of childhood sexual, emotional and physical abuse and neglect; identify what helps or doesn't help recovery; explore the three stage model of recovery; and learn tools and strategies to help reduce the physical and emotional effects of complex trauma.

#### Dual diagnosis

**One day course** 27 April 2018

See *Drugs & alcohol*

#### Cognitive behavioural approaches

**Two day course** 9 & 23 May 2018

**Trainers** Suzanne Pearson & Nicola Rich

An introductory two days to understand the principles and practice behind cognitive behavioural approaches, which can be applied in a range of support roles. The course will identify some practical tools and techniques that you can use day to day to help people look at current problems, identify helpful and unhelpful thinking and behaviours, and make adjustments and changes to overcome difficulties and achieve goals that can be sustained. This course is spread across 2 weeks to allow space for participants to try out skills and tools.

#### Youth Mental Health First Aid

**Two day course** 10 & 11 July 2018

**Trainer** Suzanne Pearson

Aimed at anyone who supports young people aged 8-18, you will develop skills and confidence to spot the signs of mental health issues, listen and reassure, offer first aid and guide young people towards the support they need. You will leave with a handbook and tools to help you respond to crisis, look after your own mental health and create a mentally healthy, supportive environment in your family, school, peer group or community.

### Drugs & alcohol

#### Dual diagnosis

**One day course** 27 April 2018

**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.

#### Drug & alcohol awareness and interventions

**One day course** 24 October 2018

**Trainer** Jo Bush

Develop your awareness of drug and alcohol use and enhance skills to identify and respond confidently to substance misuse risks. Practise using tools and resources to have conversations and offer brief advice and interventions to influence change, and know when and how to support people into specialist services. This course is continually updated to reflect changing times, trends and approaches.

## How to book courses

Book online at

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

or request a booking form by email

[info@trainingexchange.org.uk](mailto:info@trainingexchange.org.uk)

or phone **0117 941 5859**

### Costs

*including certificates, training packs*

*and home cooked lunch.*

**1 day courses £125 (+VAT)**

**2 day courses £225 (+VAT) \***

\* *Mental Health First Aid courses*

*£250 (+VAT)*

*Management & leadership*

*£275 (+VAT)*

*Two concessionary places are available on each course. Reduced rates are available for advance block bookings.*

*Visit our website for full terms and conditions.*

**Courses run with a maximum of 18 people.**

### Venues and times

All courses take place at accessible venues in Bristol.

Courses start at 9.30am and end by 4.30pm.

*Contact us for more information and detailed course outlines*

**0117 941 5859**

[info@trainingexchange.org.uk](mailto:info@trainingexchange.org.uk)

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