

# Bring out the best in your organisation

Improve service outcomes by building a confident and competent workforce

## The Training Exchange services

### Courses in Bristol 2018/19 – 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	Alcohol brief interventions
Lone working	Addiction, dependency and recovery
Conflict resolution	Dual diagnosis
Cognitive behavioural approaches	Brief solution focused therapy
Service user involvement	CBT based relapse prevention
Children's safeguarding (Basic and advanced)	Understanding personality disorder
Adult safeguarding (Basic and advanced)	ASIST – Applied suicide intervention skills

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 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.**

*"The depth of information to build understanding, and 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**

*"An excellent course. Very informative and enjoyable with authentic techniques and strategies to take away, supported by psychology and neuroscience."*

**Course participant, Building resilience in young people**

*"Thank you for sharing your personal experience. Techniques for grounding and anchoring will be helpful to put into my practice. Great facilitators, you made the day valuable, engaging and interesting."*

**Course participant, Supporting recovery from complex trauma**

*"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, Training for trainers**

## The Training Exchange

An independent company with a 21 year track record of providing consistently high quality training, learning and professional development opportunities

**www.trainingexchange.org.uk**

the **TRAINING** exchange

# Change through People

## Training programme and service guide 2018/19

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

## People skills

### Groupwork skills

**Two day course** 19 & 20 September 2018 and  
14 & 15 May 2019

**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** 3 & 4 October 2018 and  
4 & 5 June 2019

**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.

### Difficult & aggressive behaviour

**One day course** 13 March 2019

**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.

### Effective communication

– using assertiveness techniques

**One day course** 2 April 2019

**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.

## Mental health & wellbeing

### Building resilience in young people

**One day course** 27 September 2018 and  
26 March 2019

**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** 10 & 11 October 2018;  
4 & 5 December 2018;  
26 & 27 February 2019 and  
1 & 2 May 2019

**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, develop confidence to reassure individuals in distress and empower people to access support, and understand how to tackle stigma and support positive wellbeing.

### Mental health awareness and responses for Line Managers

**One day course** 23 October 2018

**Trainer** Nicola Rich

Increase understanding of mental health in the workplace, and develop strategies to support employees whilst remaining objective about business needs. Develop skills to initiate H.E.L.P.F.U.L. conversations to support employees experiencing distress, handle disclosure, manage performance, and help them to remain in or return to work.

### Youth Mental Health First Aid

**Two day course** 28 & 29 November 2018 and  
3 & 4 July 2019

**Trainer** Suzanne Pearson

Aimed at anyone who supports young people 8-18, this course develops 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 respond to crisis, look after your own mental health and create a mentally healthy environment in your family, school, service or community.

### Resilience skills

**One day course** 28 March 2019

**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.

### Responding to mental health crisis

**One day course** 4 April 2019

**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.

## Drugs & alcohol

### 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.

### Supporting recovery: Preventing relapse

**One day course** 21 May 2019

**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.

## Complex needs

### Psychologically informed responses to working with personality disorder

**One day course** 6 November 2018

**Trainer** Suzanne Pearson

Develop practical strategies 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 to apply in practice.

### Practical management of PTSD

**Two day course** 22 & 23 November 2018

**Trainer** Phil Harris

This course offers a structured stepped intervention to support people who have experienced trauma in adulthood to manage the effects of post-traumatic stress disorder (PTSD). Moving from initial interventions to help individuals process emotional responses without revisiting traumatic memories, and drawing on CBT models, you'll learn a set of practical interventions to manage key symptoms of PTSD through grounding, reducing intrusive memories and flashbacks, overcoming avoidance and effective management of nightmares.

### Working with young people with complex needs

**Two day course** 7 & 8 March 2019

**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.

### Supporting recovery from complex trauma

**One day course** 12 March 2019

**Trainers** Pat Johnson and Dr Mike Peirce

Drawing on a survivor perspective, develop your understanding 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 and help reduce the physical and emotional effects of complex trauma.

### Psychologically Informed Environments (PIE)

**One day course** 20 March 2019

**Trainer** Phil Harris

This course introduces the 5 key principles of the PIE approach and supports teams to reflect on how these principles might re-shape services to improve retention and recovery rates for vulnerable homeless clients. Based on a compassionate service improvement approach, it fosters client consultation in the development of services and enhances the wellbeing of clients and practitioners alike.

### Adolescent neglect

**One day course** 22 May 2019

**Trainer** Phil Harris

Assessing and identifying neglect in young people is difficult and presents workers with the challenge of separating what is increased autonomy in the young person with what is neglect that may endanger them. Drawing on research on adolescent development and the shifting parental role, participants examine sources and impacts of neglect, understand key issues in assessing signs of risk and identify a clear cut off point when neglect becomes critical.

*“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**

## Managing teams

### Management & leadership

**Two day course** 14 & 15 November 2018 and  
9 & 10 July 2019

**Trainer** 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.

### Facilitating reflective practice

**One day course** 6 December 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.

### Supervision skills

**Two day course** 12 & 13 February 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** 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.

### Speaking with confidence

**One day course** 6 February 2019

**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.

## Courses in Bristol 2018/19

### How to book

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**

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

## Costs

*including certificates, training packs and home cooked lunch.*

**1 day courses £150 (+VAT)**

**2 day courses £250 (+VAT) \***

*\* Mental Health First Aid courses £275 (+VAT)*

*Participants receive a manual and certification from MHFA England.*

*\* 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**

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