

# Bring out the best in your organisation

Improve service outcomes by building a confident and competent workforce

## The Training Exchange services

### Courses in Bristol 2017 and 2018 – You come to us

Enjoy the benefits of learning in multi-agency groups with people from a range of backgrounds including: drugs & alcohol, mental health, criminal justice, public health, primary care, child & adult social care, housing & homelessness, education, workplace wellbeing, youth & community.  
(See 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:

Drug & alcohol awareness	Service user involvement
Mental health in the workplace	Lone working
Alcohol brief interventions	Mental Health First Aid (Youth and schools)
Effective communication/assertiveness	ASIST – Applied suicide intervention skills
Supervising reflective practice	Equality and diversity
Adolescent development & substance misuse	Professional boundaries
Understanding personality disorder	

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 training to midwives and the wider workforce, Mental health in the workplace for managers, Management & leadership programmes 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

**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, I learnt a lot over these two days.*

*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**

# Change through People

## Training programme and service guide Autumn 2017 to Spring 2018

**Managing teams**

**Training & presentation**

**People skills**

**Mental health & wellbeing**

**Drugs & alcohol**

**Independent consultancy**

## Training to inspire and motivate

### Managing teams

#### Management & leadership

**Two day course** 28 February & 1 March 2018  
**Trainer** Amy Shortridge

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** 4 & 5 October 2017 and  
16 & 17 May 2018  
**Trainer** Susan Moores

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

### Training & presentation

#### Speaking with confidence

**One day course** 11 October 2017  
**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.

#### Trainer's toolkit

**One day course** 23 November 2017  
**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.

*“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**

### People skills

#### Difficult & aggressive behaviour

**One day course** 7 November 2017  
**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 difficult situations.

#### Adult safeguarding

**One day course** 14 November 2017  
**Trainer** Clare Lucas

Drawing on changes brought about by the Care Act 2014, understand the categories of abuse, identify indicators and discuss good practice in preventing abuse and neglect, minimizing risk and responding to safeguarding concerns.

#### Motivational interviewing

**Two day course** 7 & 8 February 2018  
**Trainer** Phil Harris

Participants develop an understanding of the spirit and principles of motivational interviewing, and practise skills to help people to reflect on behaviours, engage with services, and strengthen their motivation to 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.

## Courses in Bristol – Autumn 2017 to Spring 2018

### Mental health & wellbeing

#### Building resilience in young people

**One day course** 28 September 2017 and  
13 March 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.

#### Dual diagnosis

**Two day course** 28 & 29 November 2017  
*See Drugs & alcohol*

#### Mental Health First Aid

**Two day course** 6 & 7 December 2017  
**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.

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

**One day course** 1 February 2018  
**Trainer** Suzanne Pearson

Develop practical strategies and frameworks to work effectively with people with personality disorder life difficulties. With a focus on Borderline Personality Disorder, explore the impact of attitudes, responses to interpersonal challenges and key psychological theories and models 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.

#### Resilience skills

**One day course** 15 March 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 their clients. Resilience training has been shown to reduce the risk of depression and anxiety.

#### 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.

### Drugs & alcohol

#### Addiction, dependency & recovery

**One day course** 26 September 2017  
**Trainer** Phil Harris

Exploring the role of drugs within society, how people change and the routes to recovery; this comprehensive overview will develop or refresh your confidence to work with drug and alcohol users.

#### Dual diagnosis

**Two day course** 28 & 29 November 2017  
**Trainer** Phil Harris

Two days 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 practice evidenced based approaches to effective engagement and treatment for this client group.

#### Motivational interviewing

**Two day course** 7 & 8 February 2018  
**Trainer** Phil Harris

*See People skills*

#### Brief solution focused therapy

**Two day course** 6 & 7 March 2018  
**Trainer** Phil Harris

*See People skills*

#### CBT based relapse prevention

**Two day course** 20 & 21 March 2018  
**Trainer** Phil Harris

Drawing on social learning theory participants develop cognitive behaviour approaches to assist people to develop self-belief and sustain effective change. Practice key skills to support clients in the early stages of recovery, use tools to address specific vulnerabilities, and rehearse strategies to help lapsed clients get back on track.

#### Domestic abuse and complex needs

**One day course** 19 April 2018  
**Trainer** Sarah Blake

*See Mental health & wellbeing*

**Contact us for detailed course outlines and digital copies of this brochure**

**info@trainingexchange.org.uk**

## How to book courses

Book online at

**www.trainingexchange.org.uk**

or request a booking form by email

**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) \***

**\* Management and leadership course**

**£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 Steve or Jo for more information**  
**0117 941 5859**

**info@trainingexchange.org.uk**

**www.trainingexchange.org.uk**