

Change through people

Training to inspire and motivate

Training programme and service guide 2021-22

Managing teams
Training & presentation
People & communication skills
Mental health & wellbeing
Complex needs
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 for individuals in Bristol and online 2021-22 – 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 and training packs)

Half day courses £100 (+VAT) 1 day courses £150 (+VAT) 2 day courses £250 (+VAT) *

* Mental Health First Aid courses £175-275 (+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 online or at accessible venues in Bristol.

Courses start at 9.30am (or 1.30 for pm half days) and end by 4.30pm.

Seven ways to build resilience – Video based online course

In times of uncertainty resilience skills can support our ability to withstand, deal with and recover from difficult situations.

Three hours of video content offering practical strategies based on Chris Johnstone's book, Seven Ways to Build Resilience. Divided into short, easy to watch episodes, the course introduces insights and strategies that strengthen your ability to deal with difficult times, and teaches seven essential skills that help your resilience grow.

An effective and affordable support package for staff, that they can access whenever is convenient.

Cost: £30 +VAT for individual places, with discounted fees for group bookings:

£30 +VAT per person for 1 to 9 people

£25 +VAT for 10 to 49 people

£20 +VAT for 50 to 99 people

£15 +VAT for 100 to 499 people.

The resource includes downloadable handouts and templates for staff working with young people and adults wanting to protect their own wellbeing, alongside promoting self-help skills in others. Individuals can have access to the resource for up to a year, so can work through materials at their own pace, and revisit the learning over time.

'Your work is incredibly valuable. This online course has been our most popular training support so far.'
Local Authority Workplace Wellbeing Lead

Contact us for further details

The Training Exchange

Easton Business Centre, Bristol BS5 0HE

phone **0117 941 5859**

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

An independent company with a 24 year track record of providing consistently high quality training, learning and professional development opportunities.

In-house training for teams – 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, face-to-face and online.

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

ASIST - Applied Suicide Intervention Skills

Mental health awareness

Personality disorder awareness

Self injury

Callers in crisis

Addressing ACES and complex trauma

Assessment & case management

Psychologically Informed Environments
(PIE - principles and interventions)

Drug & alcohol awareness

Controlled drinking programme

Harm reduction

Children's safeguarding

Lone working

Conflict resolution

Effective communication

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 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 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 to organise, design and deliver training and development activities that maximise your investment.

www.trainingexchange.org.uk

People skills

Groupwork skills

Two day course 10 & 11 November 2021 (f-to-f)
or 28 & 29 June 2022 (f-to-f)

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.

Professional boundaries

Half day course 16 November 2021 (am online)

Trainer Clare Lucas

Clarify professional boundaries for staff to work safely, positively and effectively with vulnerable people. 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.

Motivational interviewing

Two day course 4 & 11 February 2022 (online)

Trainer Phil Harris

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

Brief solution focused therapy

One day course 1 March 2022 (online)

Trainer Phil Harris

Learn about this action-orientated intervention that can be highly successful in helping people implement change. Explore questions and techniques to draw on people's internal resources, enhance useful behaviours and build solutions; and practise the key skills needed to help people identify clear goals and pathways for themselves.

Adult safeguarding

Half day course 25 March 2022 (am online)

Trainer Clare Lucas

Drawing on current legislation, develop understanding of the categories of abuse and possible indicators, and identify how to respond to safeguarding disclosures and concerns. 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.

Challenging & aggressive behaviour

One day course 5 April 2022 (f-to-f)

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.

Mental health & wellbeing

Understanding personality disorder in practice

One day course 23 September 2021 (f-to-f)

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 28 September 2021 (f-to-f)

or 16 June 2022 (f-to-f)

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.

Adult Mental Health First Aid

Two day course 19 & 20 October 2021 or

8 & 9 February 2022 or 6 & 7 April 2022 (f-to-f)

Trainer Suzanne Pearson

Mental Health First Aid provides a framework for understanding and responding to anxiety, depression, self-harm, suicide risk and psychosis; and for promoting wellbeing to create a mentally healthy environment in your workplace, service or community. 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.

Resilience skills

2 x Half days 4 & 18 Nov 2021 (am online)

or 10 & 24 March 2022 (am online)

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. Delivered across 2 weeks with space in-between to practise skills, the course uses a combination of video content and live webinars.

Suicide intervention

Half day course 25 January 2022 (am online)

Trainer Suzanne Pearson

Drawing on evidenced based intervention strategies, this course provides space to talk about suicide and increase confidence in engaging with individuals who have thoughts of suicide to promote and plan for their safety. Consider risk factors, practice intervention skills, and identify approaches and resources to support individuals to stay safe.

See overleaf for futher info and costs

Responding to mental health crisis

Half day course 17 March 2022 (am online)

Trainer Sal Ball

For staff who are the first point of contact for service users, this course develops face-to-face, telephone and online 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.

Youth Mental Health First Aid

Two day course Next dates TBC

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.

Drugs & alcohol

Addiction, dependency & recovery

One day course 13 October 2021 (f-to-f)

or 11 July 2022 (f-to-f) TBC

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 17 November 2021 (online)

Trainer Phil Harris

Based on the latest research in recovery from problematic drug and alcohol use, this course offers a clear map of 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 8 March 2022 (online)

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.

Complex needs

Working with young people with complex needs

One day course 29 September 2021 (f-to-f)

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 them reduce difficulties.

Working with stuck clients

One day course 1 December 2021 (online)

or 10 June 2022 (f-to-f) TBC

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.

Practical management of PTSD

One day course 26 November 2021 (online)

or 21 June 2022 (f-to-f) TBC

Trainer Phil Harris

Develop understanding of the impact of trauma the differences between Acute Stress Disorder, PTSD and Complex PTSD; and explore how the brain organises trauma memories leading to the experience of intrusive memories, flash backs and avoidance strategies. This course offers participants a clear structured stepped intervention to support people experiencing PTSD. Moving from initial interventions to support clients to process emotional responses, it provides a set of practical interventions to support people change key symptoms of trauma.

Domestic abuse & complex needs

One day course 10 May 2022 (f-to-f)

Trainer Sarah Blake

In keeping with NICE guidance on multi-agency working, 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, promote safer working and become familiar with asking clients about abuse. Use tools and consider approaches to assess immediate safety, develop safety plans, and support individuals with complex needs to access specialist services.

Contact us for more information and detailed course outlines

0117 941 5859

info@trainingexchange.org.uk

Sustaining empathy: Preventing burnout

One day course 11 May 2022 (f-to-f)

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.

Managing teams

Management & leadership

Two day course 2 & 3 November 2021 (f-to-f)

or 14 & 15 June 2022 (f-to-f)

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.

Managing difficult conversations

Half day course 25 November 2021 (am online)

Trainer Susan Lawrence

Develop your confidence and skills to prepare for and manage difficult conversations in-person and online. Understand challenges & pitfalls, reflect on personal responses, patterns and fears and practise techniques to help plan and manage conversations. This course supports managers working through change and practitioners who need to have those difficult conversations with clients.

Introduction to supervision

Half day course 30 November 2021 (am online)

Trainer Susan Moores

Explore theory and tools to develop a structured supervision process to support, challenge and motivate staff. Using a tried and tested approach and a review of underpinning theories, the course covers templates for contracting and recording, what to include on a supervision agenda and opportunities to discuss setting a conducive environment for providing effective supervision.

Facilitating reflective practice

Half day course 9 December 2021 (am online)

Trainer Susan Moores

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

Courses in Bristol & Online 2021-22

Book online at

www.trainingexchange.org.uk

or request a booking form by email

info@trainingexchange.org.uk

or phone **0117 941 5859**

Course dates may be subject to change

Visit our website for up-to-date information

Supervision skills

Two day course 18 & 19 May 2022 (f-to-f)

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

Speaking with confidence

One day course 15 October 2021 (f-to-f)

Trainer Susan Lawrence

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

Training for trainers

One day course 28 April 2022 (f-to-f)

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.

Introduction to visual facilitation

One day course 6 July 2022 (f-to-f)

Trainer Ruth Hallett

Develop confidence to use graphic techniques for personal organisation, in training & presentation, meeting facilitation and one-to-one work. Use this innovative and creative approach to summarise and organise ideas, promote reflection, reduce barriers to communication, increase engagement and energise collaborative processes. No artistic skills required!

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