

COURSE DESCRIPTION

Conflict management can form an essential part of workforce and client safety in a variety of different working environments.

Brookdale Care use the Securicare programme (accredited by BILD) to deliver tailor-made courses for individual places of work. The techniques taught centre around a Human-Rights Based Approach, which ensures the safety, dignity and well being of all involved is upheld. Brookdale Training Academy is recognised as an Approved Physical Intervention Training Centre by Securicare International.

In order to provide bespoke courses for individual organisations, a thorough risk assessment of the needs of the workplace and those using it will be carried out, prior to course delivery.

N.B. We can supply a format for individual Behavioural Management Plans as well as the training and guidance necessary to complete the plans (following the principles of Person-Centred Planning). Consultancy for the management of specific individuals can also be offered, providing the organisation follows the Securicare programme.

DURATION

Course duration will vary depending on the needs identified during the risk assessment. Courses usually range from 1 to 3 days.

SYLLABUS

An exact syllabus will be developed depending on the outcome of the risk assessment. All courses will consist of both theory and practical elements to ensure specific techniques are taught alongside relevant legislative issues.

CERTIFICATION

All practical techniques will require formal assessment with the course instructor(s). Theoretical knowledge will be assessed using a multiple-choice question paper. Certificates will be provided and will remain valid for 12 months following successful completion of the course.

NUMBERS

A maximum of 16 delegates can be accommodated on this course.

LOCATION

The course can be delivered at the address shown below, however this will incur a venue hire charge for each day of the course. Alternatively the course can be delivered at your premises', providing a suitable room can be made available.