



# DEALING WITH CHALLENGING SITUATIONS

## Catalyst Mediation Skills

Staff in organisations dealing with individuals under stress may find themselves on the receiving end of anger, threats and high emotion.

This practical one-day course provides a clear understanding of anger and its effects, the most common mental health issues and a risk assessment tool that protects staff while empowering them to make good decisions. It also introduces the skills needed to defuse anger and conflict, with the opportunity to practice these in a safe and supportive environment.

### **COURSE OVERVIEW**

#### **Conflict and anger**

The psychological and physiological effects of anger and its impact on ourselves and others. Strategies and techniques for 'lowering the heat'.

#### **People under stress**

The most common mental health problems, the risk of aggression and violence, triggers, self-harm and suicide prevention.

#### **Risk assessment**

A risk assessment tool to enable us to make the most appropriate response, while remaining safe. Guide to involving other services.

#### **Communication**

Poor communication is responsible for numerous conflicts – effective communication helps resolve them. Learn to defuse anger and practice respectful, active listening.

#### **Skills Practice**

Put new skills and ideas into practice with the support of our experienced trainers.

#### **Bringing It All Back Home**

Some of the most valuable times in any training day are the moments when we share our perspectives with other participants. This open forum allows participants to consider practical issues arising from the day and produce an individual action plan.

#### **Debrief and Evaluation**

Final question and answer session and addressing of any outstanding concerns.

### **COURSE LEADERS**

#### **Alison Ebbitt**

Alison specialises in dealing with people in crisis. She is a qualified Mental Health Social Worker with over 20 years experience in crisis intervention work. She is accredited to deliver the Mental Health First Aid course.

#### **Charlie Irvine**

Charlie is a highly experienced mediator, trainer and manager with extensive experience of enabling teams to perform more effectively, improving communication and resolving conflict. He has been a family mediator for 15 years, and is a member of the Catalyst Mediation panel.

### **Who would benefit?**

Anyone dealing with individuals under stress.

### **Course Length**

8 hours on one day.

### **Learning Outcomes**

By the end of this course the delegates will have gained:

- ✓ Insight into conflict and anger and their physiological impact.
- ✓ An awareness of mental health issues.
- ✓ A risk-assessment tool.
- ✓ New skills for defusing high emotion.
- ✓ A chance to practice in a supportive learning environment.

### **COURSE DATES**

Aberdeen 21/11/08 22/05/09

Glasgow 06/02/09

Edinburgh 20/03/09

### **BUDGET**

£350 + VAT per delegate, including course handouts, lunch and refreshments.

### **DISCOUNTS**

Book 2 or more delegates onto the same course for a 10% discount. Plus pay 28 days before the course date or earlier, for a further 10% discount.

### **BOOKING FORM**

Via Jeremy Scuse on

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[www.catalystmediation.co.uk](http://www.catalystmediation.co.uk)



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