



## **Waterford Chamber Skillnet Training**

**Course Title:** Personal Safety & De-escalation Training for Staff

**Accreditation:** Cert of Completion for all attendees

**Duration:** 1 day

**Trainer:** FITAC, First in Training and Consultancy

### **For the Trainee:**

**Certification:** Participants will all receive a certificate of programme completion from FITAC.

This course is approved by NMBI (essential for healthcare).

All course content/ slides will be disseminated to participants for their information and use after the training programme.

### **Aims and Objectives of the Programme**

1. To provide all employees with the necessary communication skills and strategies to de-escalate situations.
2. To provide all employees with knowledge to deal with the verbal aggression that they may encounter in the workplace, so that they can maintain their safety and well-being in their places of work.



3. To equip staff with the necessary skills and techniques to safely disengage from being held, safely disengage another person from being held, avoid and defend kicks and punches, post-incident actions and record keeping and de-briefing.

**Objectives are to enable employees:**

To have the knowledge and skills to stay safe in their workplace.

To provide them with information on the legislation relating to conflict, health & safety and lone working.

To risk assess an individual and the environment.

To understand communication more effectively - verbal/ non-verbal/ paraverbal elements.

To respond appropriately to verbal aggression, using techniques to de-escalate verbally aggressive behaviour.

To deal more effectively with telephone communications and the issues that may arise from these.

To understand the process that contributes to the development of a crisis.

To recognise and assess an escalation in behaviour.

To more effectively interact with the individuals that they encounter during their work using communication, personal safety and well-being techniques.

To be competent in understanding the reasons for such behaviours.

To maintain professionalism in the face of these behavioural challenges.

To understand the importance of recording and reporting incidents

To cope with challenges and make them aware of the importance of self care strategies

To help participants understanding how to de-brief and support one another following an incident.

**Course Outline:**

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2 Georges Street, Waterford  
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Introduction, aims and objectives of participants

Relevant Legislation

Practical tips for maintaining safety in the workplace- personal safety, stances etc.

Risk assessment of the individual and the environment

Key elements of communication- verbal, non-verbal and paraverbal.

Effectively communicating during inspections/ working hours

Exploring the impact of our verbal, non-verbal and paraverbal behaviour

Understanding barriers to communication

Responding to verbal aggression (verbal & non-verbal communication)

Tips and techniques for ensuring professionalism during inspections/ working hours

Understanding the process that contributes to the development of a crisis (stages of escalating behaviour)

Recognising and assessing an escalation in behaviour

Techniques to de-escalate behaviour

Exploring the reasons for behaviours – interpreting behaviours as a means of communication.

Self care, self awareness and acknowledging the ‘human’ in us all

Post crisis intervention (incident reporting, documentation, debriefing and learning)

**Methods:**

This training day will be delivered in a relaxed, practical and professional way.

Ample opportunity for feedback, questioning and shared learning is promoted. Training is delivered over 6 hours approximately.

The teaching/ learning and assessment strategies employed in the course will be congruent with the principles of andragogy, the rationale for which is that trainers and participants will

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bring to the course existing competencies- knowledge, skills and attitudes. Emphasis will be placed on interactive approaches and student participation is highly encouraged.

### **Peer Reviews**

All FITAC's course content is peer reviewed on at least an annual basis to ensure that the content is fully up-to-date and that learners receive the most up to date and evidenced based information. Our peer review panel consists of our healthcare trainers who are all highly experienced healthcare professionals, teachers, youth workers, social care workers among others.

### **Lead Trainer:**

Christine Leneghan (RGN, BNS (Hons), PGDip, MSc, RNP) is a nurse who has been working in Acute, Residential and Rehabilitation settings for 18 years. In her role as a Clinical Nurse Manager she is highly familiar with the importance of effective communication skills and de-escalation strategies. She is also the Healthcare Director of FITAC Ltd, a recently established but highly reputable Healthcare Training provider that prides itself in delivering research and evidenced based courses, delivered by highly qualified experts and practitioners.

As well as her academic credentials, Christine has trained as a Crisis Prevention Intervention Instructor, a Management of Actual or Potential Aggression (MAPA) Instructor, a Final Journeys (End of Life Communication) Instructor and has completed numerous other short courses including The European Certificate in Essential Palliative Care, Fetac Level 6 Cardiac Nursing Care, Leadership and Empowerment Programmes.

Christine has been writing and delivering training courses part-time for over ten years in nursing homes, hospitals throughout Ireland. More recently she has been consulted by both primary and post-primary schools, Homecare Agencies, Youth Agencies, GP practices and security organisations in relation to behaviour management and de-escalation strategies.



She has been consulted by numerous well-established training providers over the past 10 years to develop and deliver training programmes. Christine wrote and delivered the personal safety training programme that was delivered for Bourke College, Barrow Training & Consultancy and Skillsteam and more recently FITAC.

She has guest lectured for Nursing Homes Ireland Educational Seminars as well as delivering modules for Birkbeck University London, while they ran a Higher Education Certificate in Dublin.

**Associate Trainer:**

Yvette Robinson (RNID, RCN, QQI Trainer, HDip in Personal Leadership and Coaching) is a nurse who has been working in Intellectual Disability, Paediatric and Acquired Brain Injury services for 18 years. Yvette co-ordinated education and training for staff in the areas of individual planning, pursuing a social model of care, person centred care and understanding behaviour.

Yvette has a distinction in QQI Training Delivery and Evaluation and has trained a Management of Actual or Potential Aggression (MAPA) Instructor. She has worked with well known training providers in the delivery of Non Violent Personal.