



# Breakaway and Conflict Resolution Training



## Target Audience

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This course is suitable for a variety of services within NHS Trusts and CQC Social Care Registered Organisations. This includes Mental Health, Learning Disability, Autism and Dementia Services.

This course is aimed at Health and Social Care professionals who are working in environments with people who may become distressed, leading to them making physical contact with a person they are being supported by.

We will teach staff how to potentially recognise when verbal and physical conflict is likely to occur and how to protect themselves from physical contact. Staff will learn about conflict resolution and breakaway skills which can be used safely, to minimise any injuries to everyone involved.

This course looks at the use of effective communication, de-escalation techniques and the importance of positive behaviour support plans being in place and followed. All of which can contribute to minimising the need for the use of breakaway techniques.

Breakaway techniques are essential skills for staff to safely disengage from physical situations. The techniques taught are designed to ensure the safety of both the staff and the individuals involved, emphasising effective conflict resolution and de-escalation.

### **The range of breakaway techniques will cover:**

- ◆ Grabs or holds should the situation become physical e.g. bites, wrist grab, arms held, hair pull, clothes grab, throat grab, headlocks, strangles and kicks.

Each programme can be tailored to meet the needs and requirements of the setting and environment.

Attendance at this course will support staff to feel safer in the workplace.

All learners attending this course must be physically able to participate in the practical exercises.

### **This course is delivered using a range of methods and resources including:**

- ◆ Face to Face delivery from 2 GSA Approved Qualified Trainers, group discussions, small group work, videos, case studies and practical breakaway demonstrations and learner practice.

The training is fully compliant with the current requirements of the Restraint Reduction Network (RRN) and meets all RRN and GSA standards.

These are sets of ethical training standards that protect human rights and support the elimination of unnecessary restrictive practices.



## Course Content

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- ◆ Person Centred Support
- ◆ Trauma Informed Care
- ◆ Communication Strategies
- ◆ Stages of Conflict
- ◆ Situational Awareness
- ◆ Conflict management techniques, including negotiation skills
- ◆ Legal Frameworks to work within
- ◆ Safely disengaging from being held – Practical breakaway techniques
- ◆ Using reasonable force
- ◆ Post incident debriefing
- ◆ Record keeping

## Learning Outcomes

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**After attending this course, learners will be able to:**

- ◆ Recognise factors that can cause conflict
- ◆ Identify personal triggers and support the use of a positive behaviour support plan
- ◆ Evaluate own practice in conjunction with the conflict cycle
- ◆ Plan for conflict resolution
- ◆ Safely use a range of breakaway techniques

**Duration: 1 Day**