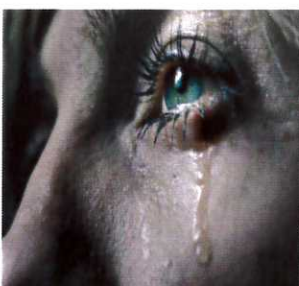
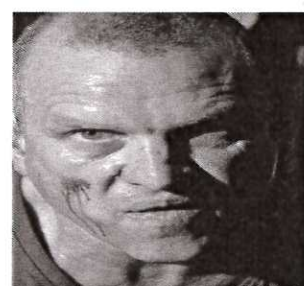
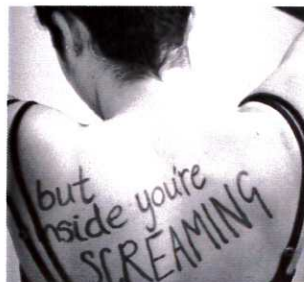


Dr Iain Bourne

Impact

TRAINING & CONSULTATION LIMITED



BESPOKE IN-HOUSE TRAINING SERVICES

DELIVERED IN A UNIQUE FRINGE THEATRE STYLE

DEALING WITH VIOLENCE, SUICIDE, SELF-HARM, PSYCHOSIS & TRAUMA

HELPING STAFF TO WORK SKILFULLY UNDER PRESSURE

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OVERVIEW

Impact Training & Consultation Ltd was incorporated in 2002 (Company No. 4590972)

Director: Dr Iain Bourne

WHO IS IT FOR?

Our training is delivered to a wide range of organisations whose staff will have to deal with people under difficult, disturbing and sometimes dangerous circumstances. This can involve staff working in:

Sectors: Health—Mental Health—Housing—Homelessness—Social Work & Social Care—Nursing—Offender Management—Community Safety—Psychology—Education—Higher Education—Religion—Addictions—Security

Settings: Schools—Universities—Residential Care—Hospitals—Prisons—Police Stations—Treatment Centres—Secure Units—Day Centres—Community—Outreach

Service User Groups: All service user groups are covered. Most of the training tends to focus on young people and adults who have mental health issues, personality disorders, offending behaviour, and/or misuse alcohol and drugs—and are in some kind of crisis.

WHAT KIND OF TRAINING DOES IMPACT DELIVER?

The training is:

- In-house—that is, it is delivered at a time and place chosen by you, for delivery to your training group
- Bespoke—although a number of different workshops are outlined on pages 4-15, these are simply illustrative of the training we deliver. Each course is individually tailored to:
 - Your organisational context including local policies and procedures
 - The work roles of the participants
 - The settings in which the participants work
 - The range of service-users encountered
 - Your specified needs and learning outcomes
- Personal—all the training will be negotiated and delivered by Dr Iain Bourne. Other nationally recognised trainers and consultants may be used to deliver larger contracts but the training will still be directly overseen by Iain.

HOW IS IT DIFFERENT FROM OTHER TRAINING?

We aim to design and deliver that you want and not just the “best fit.” Furthermore we aim to address the areas that other training tends to avoid as too difficult. A key question in designing a bespoke workshop is to ask “what do staff find most challenging?” It could be telling a parent that their child has just taken their own life, or telling a staff member that they have bad breath. It might be knowing how to respond to someone who is hearing voices, or the fear that when confronted their legs turn to jelly. The list is endless but our training will seek, at the very least to address those issues directly and offer practical solutions.

The aim of the training is not only to inform and empower staff, but also to excite and enthuse them. Our training is cutting edge, focussed on what staff can do and delivered in a unique, dramatic and highly original manner (see the next section).

FRINGE THEATRE STYLE TRAINING

INTRODUCTION

Not everything is about style. First you have to have great content that is cutting edge, relevant, effective and applicable. However, no matter how good the content is, it is worthless unless it is understandable, memorable and do-able. If you need to rewire a house, for example, and you run into difficulties you have time to consult the wiring map, google the problem on the internet or talk it over with a colleague. The training we supply is not like that—it is about situations where

- events are rapidly changing
- staff have to think on their feet
- emotions are running high
- decisions may be critical and irreversible

The training is about interpersonal interactions that are often too complex to be captured with words—where a sideward glance, or a one second delay could be critical. It is also about enabling staff to operate professionally when under extreme duress.

In these cases the message is often lost by the time it reaches a Powerpoint presentation. Instead participants need to be immersed in the critical moments as they unfold—seeing, feeling, thinking, and reacting in real time. It is one thing to describe for example, a dissociative state, a pivotal point, or a florid psychotic episode—but what does it look like in practice and how do you recognise it? “Fringe Theatre Style” training vividly brings practice right into the training room - so that everyone, no matter what their experience and training is, can see and experience what is being talked about and engage with it at their own level.

WHAT IS “FRINGE THEATRE STYLE TRAINING?”

The style is not an exercise or training technique but an approach that starts when the training begins and finishes when it ends. The whole workshop is like a dramatic journey that tells a story in which structured learning experiences take place. There are various components that are woven into the story:

Illustrative Encounters: For example, what is the difference between Reactive, Disturbed and Proactive Aggression? We show you by dramatizing brief encounters so that when you can recognise them immediately

Talking Heads: Actual encounters with real people (but anonymised) are re-enacted so that participants can engage with the full complexity of human contact “as if” they were working with that person themselves. Participants can not only watch, but interact with the “service user” to explore their hunches, test the water or practice skills.

Critical Incidents: These are generally very fast-moving and explosive incidents in which it would be too dangerous to allow participants to interact with, but where it may be important to take their own physical and emotional reactions into account.

Group Encounters: These are situations in which participants can interact with “the service user” in a group setting. Usually the purpose is to clarify how to work alongside colleagues in a crisis (crisis teamwork) or to illustrate how to manage groups of people in a crisis.

These various dramatic events create “live material” on the workshop allowing the course material to be introduced and explored. That is not, however, the whole of the “Fringe Theatre Style Training” approach. Even the guidance is dramatized. So for example if we talk about using “Socratic Questioning” or “Inclusive Language” or “Modulating” we will demonstrate it to you—so that you can see what it is, what it is not and how it is done.

WHAT'S DIFFERENT?

All of the training is aimed at helping staff handle those situations that they find most difficult and in which they feel under some degree of stress – whether (for example) that be telling a colleague that they have bad breath (“Bad News” workshop), talking to someone who is feeling immediately suicidal (“Edge of Darkness” workshop), or facing a violent aggressor (“Difficult, Disturbing & Dangerous Behaviour” workshop).

It is unique in its :

- delivery style
- approach
- core material.

Some of the special features include:

1. It is delivered in a “fringe theatre” style involving the narration and dramatization of critical incidents. This
 - enables participants to engage directly with the material regardless of their level of education, training and experience
 - allows participants to immediately “see” what is being talked about
 - allows participants to critically evaluate not only the practical guidance given, but also their own physical and emotional reactions to the material.
 - makes the experience one that they will remember and be able to recall when needed
2. It can be delivered to large groups which not only can save time and resources, but allows the training to double as a team/organisation building experience.
3. The training is not based on any other programmes that are around and participants, no matter how experienced, are unlikely to have attended similar training.
4. Although the training is full of unique insights into the specific subject area, the focus is directly on what participants can do in practice – as a result the training feels immediately relevant.
5. All the material is “cutting edge” and informed by the most up-to-date research.
6. All the examples are drawn from actual practice rather than contrived for training purposes.
7. Each workshop is tailored to match the circumstances (setting, service group, work role, organisation policies and procedures etc.) in which staff will have to draw upon the course core material.
8. It is designed to be enjoyable and safe

MAKING A BOOKING

1. Have a look through the workshops described in this booklet to see which most closely matches your needs.
2. Look in particular at the "Course Content." You might find that although the workshop is a close match some aspects are not relevant to your needs while there are other areas that you would like to be included.
3. It may also be that you would like a workshop that combines material from two or more different workshops.
4. Decide upon how much time can be devoted to the workshop (usually a minimum of one-day). Please note that a two-day workshop is not a drawn out version of a one-day workshop—it will cover twice the amount of material. Conversely if you require a three-day workshop to be delivered in one day, it will cover a third of the material.
5. Contact us—easiest is e-mail (impact@dangerousbehaviour.com) - letting us know what you want. We will almost always respond the same day.
6. In order to tailor the workshop to your needs we will need to know:
 - Who will be attending the workshop (role, work setting, client group, etc.)
 - Any policies, procedures, new initiatives that might be relevant to the training
 - Any particular issues we will need to be sensitive to
 - Any particular issues that you would like us to emphasise
7. We will discuss all the various options and adaptations with you and then send you a proposed programme based on those discussions. We will also let you know how much it will cost.
8. If you choose to go ahead you can go to www.dangerousbehaviour.com/booking where you will find an up-to-date online calendar showing which dates are available for delivery of the training. You will also find more information on making a booking there.
9. Once you have found dates that suit you, let us know and these can be reserved while you discuss the training with colleagues, research the availability of venues/training rooms etc.
10. When everything is in place we can confirm the booking and the details.
11. Once the training has been delivered and you are pleased with the outcome we will send you an invoice.

Difficult, Disturbing & Dangerous Behaviour



**YOUR
LOGO**

Date

9.30 – 4.30

Venue Address

Contact

Who to contact

Programme Overview

This unique "fringe theatre style" course takes participants on a fascinating and practical journey through the world of violence and danger. The training unfolds through a series of critical incidents that are narrated and dramatised before the group, bringing the material to life and allowing the participants to consider in detail the point of crisis and the skills needed to achieve a successful resolution. Participants will learn:

- How to identify different types and levels of violence and aggression
- Skills to respond to those different types of behaviour
- How to manage their own physical and emotional responses when under threat
- Work effectively alongside colleagues in a crisis

Content

This course covers the following areas:

- The Instant Aggression Model
- Reactive, Disturbed and Proactive Forms of Aggression
- Pivotal Points
- Defusing and De-escalating Skills
- Brain, Body and the Acute Stress Response
- Rapid Cognition and Thin-slicing
- Rapid Reaction Skills
- Psychosis Containment Skills
- Lone-working
- Teamwork During Critical Incidents

The Structure of the Session

The day runs from 9.30 - 4.30. As this is a dramatic course it is important that all participants arrive in good time and are ready to start at 9.30. There will be a 20 minute mid-morning and afternoon breaks and lunch will be at 1.00 p.m. for 40 minutes.



Dr. Iain Bourne
impact LIMITED
TRAINING & CONSULTATION LTD

Delivered by:

Dr Iain Bourne

Director

**IMPACT Training &
Consultation Ltd**

**Specialising in
responding to:**

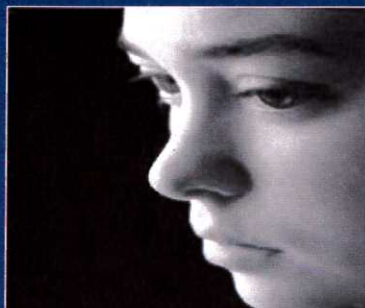
**Violence, Suicide, Self-
Harm, Psychosis and
Trauma**

Troubled Minds

**YOUR
LOGO**

All about Mental Health

A unique and dramatic course
facilitated by Dr Iain Bourne



9.30-4.30

DATE

VENUE

CONTACT

There can be few things that are more important than our own mental health and that of those with whom we come in contact. This "fringe theatre style" course is designed to inform, illuminate and empower staff in order that they can be more effective in assisting service users and confident in dealing with mental health services.

What you gain from this workshop:

- An understanding of the range of mental health issues encountered in your work
- An understanding of how mental health services are organized and mental health legislation is used
- Clarification of the difference between mental illness, personality disorder and other mental health issues
- Insights into the relationship between anxiety, stress and depression
- Strategies for working with service users troubled by hallucinations, delusions and paranoia
- A look at the relation between trauma and borderline personality disorder
- An opportunity to discuss issues around labelling, discrimination, differing approaches, difficulties in accessing services ... and any other issues that feel pressing

The Programme

This is a one-day course.

The day starts at 9.30, so you will need to arrive in advance of that. The day finishes at 4.30 prompt although Iain will remain behind at the end should you want to talk to him individually. Lunch is at 1.00 for 40 minutes and there are mid-morning and afternoon breaks.

The morning will begin by getting to grips with what we mean by mental health and ill-health, the mental health system and legislation.

A range of mental health issues will then be examined through dramatised and narrated encounters with service users allowing for a more focused opportunity to link theory and practice as it is encountered in participants' work lives.

This is essentially four courses in one and as such there is an enormous amount of material to cover. While Iain will try to include as much as he can in the time available, the programme may need to be adapted to meet the group's main interests.

Dramatic Training

A fringe theatre approach to training involving powerful first-person dramatised encounters with service users. An enjoyable and memorable way to learn about mental health issues.

Understanding the experience of service users and identifying practical ways to enable and assist them in their lives



Dr Iain Bourne
impact LIMITED
TRAINING & CONSULTATION

Edge of Darkness

Identifying and Responding to Suicide risk

A unique and dramatic training course delivered by Dr Iain Bourne



YOUR
LOGO

9.30-4.30

DATE

VENUE

CONTACT
Nelson Mandela
n.mandela@hope.gov.uk

Programme Overview

Suicidal behaviour can be one of the most challenging aspects of our work, requiring us to make critical judgments often with little information and inadequate resources.

This course is designed to help mental health professionals make those judgments with skill, confidence and compassion and to ensure that service users are well-supported at all stages of their care.

This "fringe theatre" style course involves the dramatic re-enactment of critical incidents by the trainer followed by critical examination and clarification of good practice.

On this course you will explore

- the issues affecting you in working with suicidal behaviour
- how to assess and respond to acute suicide risk
- how people who are troubled by ongoing suicidal feelings can be helped
- the importance of developing a broader and deeper approach to suicide risk

PLEASE NOTE

This is an intensive course and you are advised not to attend if feeling emotionally fragile

A powerful and dramatic insight into the experiences, needs and options for people who feel suicidal

The Structure of the Session: 9.30 – 4.30

9.30 – 11.00

- Issues in working with suicidal behaviour
- Who, where, when, how ... identifying risk factors

11.20 – 1.00

- "Down or in Danger"
- Assessing acute suicide risk

1.00 – 1.45 Lunch

1.45 – 3.15

- "A Troubled Mind"
- From assessment to action

3.30 – 4.30

- A Story
- Reflection



Dr Iain Bourne
impact LIMITED
TRAINING & CONSULTATION

Razor's Edge

Responding to self-harm

A unique and dramatic training course delivered by Dr Iain Bourne



YOUR
LOGO

9.30-4.30
DATE

VENUE

CONTACT

Programme Overview

Dealing with self-harm can be one of the most challenging aspects of our work. Staff can feel powerless, fearful, anxious, frustrated and even angry.

This course is designed to illuminate and empower staff so that they can deliver effective and competent responses to people who have a history of self-harm.

This dramatic "fringe theatre" style course prepares staff for those moments. Critical incidents are narrated and reenacted by the trainer

followed by critical examination and clarification of good practice.

On this course you will:

- Explore the issues that affect you in working with self-harm
- Learn how to assess and contain immediate risk
- understand why people self-harm and in particular the needs of people with BPD
- Identify strategies for working with people who self-harm

A powerful and dramatic insight into the experiences, needs and options for people who self-harm

The Structure of the Session: 9.30 – 4.30

9.30 – 11.00

- What we know about Self-harm

11.20 – 1.00

- Managing the Moment
- Assessing responding effectively to desperation
- Crisis Skills
- Crisis Plans

1.00 – 1.45 Lunch

2.00 – 3.15

- Understanding deliberate self-harm
- Emotion regulation, dissociation and numbing

3.30 – 4.30

- Strategies for assisting service users who self-harm



Dr. Iain Bourne
impact LIMITED
TRAINING & CONSULTATION

Different Worlds

**YOUR
LOGO**

Helping people troubled by psychotic experiences

A unique and dramatic course
facilitated by Dr Iain Bourne



9.30-4.30

DATE

VENUE

CONTACT

Hallucinations, delusions and paranoia are not necessarily dangerous but they can be confusing, frightening and severely disrupt people's lives. This "fringe theatre style" course is designed to inform, illuminate and empower staff in order that they can be more effective in assisting people whose lives are affected by these experiences.

What you gain from this workshop:

- An understanding of how psychotic experiences fit in within the range of mental health issues
- An understanding of how psychotic experiences develop
- Skills to help contain acute psychotic episodes
- An understanding of some of theories explaining psychotic experiences
- A repertoire of skills and techniques to help people cope with their experiences in everyday life
- Strategies for ongoing working with service users troubled by hallucinations, delusions and paranoia
- Opportunities to explore practice issues

The Programme

This is a one-day course.

The day starts at 9.30, so you will need to arrive in advance of that. The day finishes at 4.30 prompt although Iain will remain behind at the end should you want to talk to him individually. Lunch is at 1.00 for 40 minutes and there are mid-morning and afternoon breaks.

The morning will begin by exploring the nature of psychotic experiences and their relationship with a person's mental health.

This will be followed by examining an acute and florid psychotic episode to identify good practice and the skills involved in providing containment and assistance.

Further dramatised encounters with service users are then introduced to develop an awareness different aspects of understanding and working with a range of different psychotic experiences

Dramatic Training

A fringe theatre approach to training involving powerful first-person dramatised encounters with service users. An enjoyable and memorable way to learn about psychotic experiences.

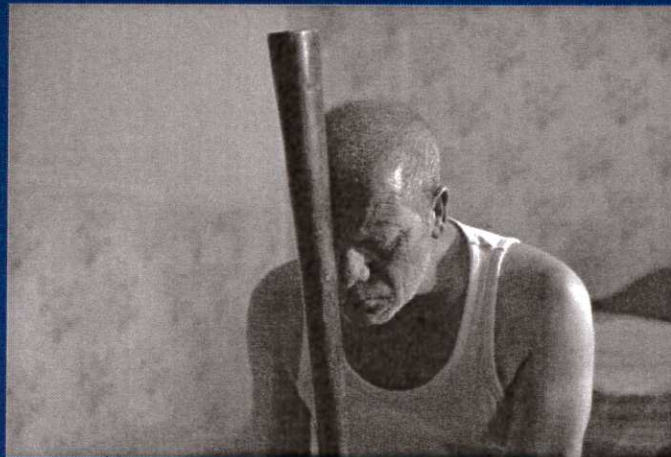
Understanding the experience of service users and identifying practical ways to enable and assist them in their lives



Dr Iain Bourne
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BEYOND ABUSE

Working with violent offenders in the community



YOUR LOGO

Date
9.30 – 4.30

VENUE

CONTACT

Programme Overview

Increasingly staff are working with service users who have a history of violence and/or abuse and who may continue pose a risk to others. Often they have to do so without any clear guidance as to how to develop an appropriate and safe relationship, how to assess and monitor the risks, or how to facilitate change.

This workshop aims to prepare participants to feel more confident and skilled in working with service users who may pose a real threat to staff and others. The workshop is delivered through a series of dramatised case scenarios, each addressing a different aspect of working with this service user group. In each case participants are helped to explore their own reactions, understanding and skills and then to compare that with best practice.

Content

Participants will:

- Review Multi-Agency Public Protection Arrangements (MAPPA) and their role within those arrangements
- Explore how to establish safe and appropriate relationships with high risk service users
- Learn how to assess and monitor the risks with the service user over time
- Explore how to maintain one's own personal, professional and organisational boundaries
- Identify strategies to help the service user develop alternatives to violence and abuse

The Structure of the Session

The day runs from 9.30 - 4.30. As this is a dramatic course it is important that all participants arrive in good time and are ready to start at 9.30. There will be with 20 minute mid-morning and afternoon breaks and lunch will be at 1.00 p.m. for 40 minutes.



Dr. Iain Bourne
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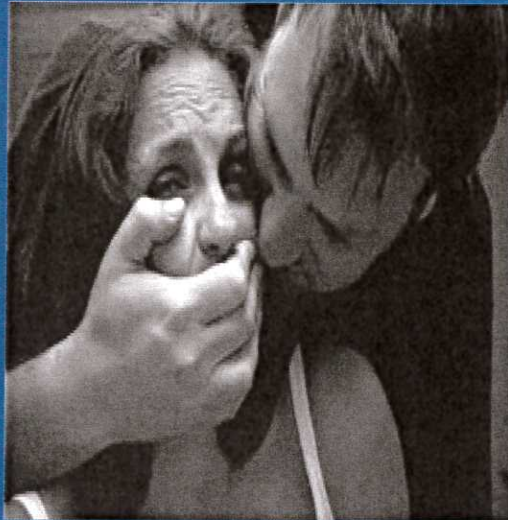
Dr Iain Bourne
Director
IMPACT Training &
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Specialising in
responding to:

Violence, Suicide, Self-
Harm, Psychosis and
Trauma

Behind Closed Doors

Identifying,
understanding and
responding to
domestic violence



**YOUR
LOGO**

9.30 – 4.30

Date

Venue

Contact

Programme Overview

This is a "fringe theatre style" course taking participants on a journey through the world of domestic violence.

The training begins with a quiz to provide participants with accurate and up to date information about domestic violence.

A "Talking Heads" approach is then used to help participants explore different forms of domestic violence, how the abusive relationship is sustained and the psychological consequences for the abused.

Finally, participants will have an opportunity to put together an action and resource pack.

Content

This course covers the following areas:

- Facts and figures about domestic violence
- Different types of abusive relationship
- The importance of attachment styles
- Identifying signs of domestic violence
- The development of complex PTSD
- Understanding the issues that keep the victim in the abusive relationship and make it difficult to seek help
- Taking action

The Structure of the Session

The day runs from 10.00 - 4.30. As this is a dramatic course it is important that all participants arrive in good time and are ready to start at 10.00. There will be 20 minute mid-morning and afternoon breaks and lunch will be at 1.00 p.m..



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**Violence, Suicide, Self-
Harm, Psychosis and
Trauma**

Bad News

**YOUR
LOGO**

Difficult Conversations & Breaking Bad News

A unique and dramatic course
facilitated by Dr Iain Bourne



9.30-4.30

DATE

VENUE

CONTACT

Telling a colleague that they have bad breath, informing a parent of their child's death, telling a service user that their benefits will be stopped, or initiating disciplinary proceedings with a staff member – these can all be highly stressful situations. This workshop uses drama to illustrate the skills in handling difficult conversations and help staff feel more confident and better equipped.

What you gain from this workshop:

- An understanding of the different types of difficult conversation and why they cause so much stress
- Clear guidance regarding the dos and don'ts of handling difficult conversations
- How to prepare effectively for a difficult conversation
- Skills in developing a flexible and honest response unexpected developments during difficult conversations
- How to maintain clear boundaries without becoming officious
- Opportunities to reflect on issues raised by past experiences of difficult conversations
- Increased confidence and greater sense of accomplishment

The Programme

This is a one-day course.

The day starts at 9.30, so you will need to arrive in advance of that. The day finishes at 4.30 prompt although Iain will remain behind at the end should you want to talk to him individually. Lunch is at 1.00 for 40 minutes and there are mid-morning and afternoon breaks.

The morning will look at different types of difficult conversation, what makes them difficult, what we bring to them, and the principles that will guide us

through them.

This will be followed by an opportunity to review and practice some of the core skills before going on to looking in more depth at specific conversations identified by the group.

Finally a toolkit will be provided for participants to explore and take away with them.

Dramatic Training

A fringe theatre approach to training involving powerful first-person dramatised encounters to enable participants to see and explore "difficult conversations" in real time



Dr Iain Bourne
impact LIMITED
TRAINING & CONSULTATION

MAKING CONTACT

The easiest and most reliable way of making contact is by email:



impact@dangerousbehaviour.com

... and we will endeavour to get back to you, if not by return, certainly within a day.

You can also make contact or follow us through the following social media:



www.facebook.com/facingdanger



www.twitter.com/facingdanger



www.linkedin.com/in/iaibourne

You can visit our main website for up-to-date information about our training as well as supporting resources:



www.dangerousbehaviour.com

You can also find dates that are available for training, as well as other information about making a booking at:



www.dangerousbehaviour.com/booking

You can find out more about "Facing Danger in the Helping Professions" by Iain Bourne at



www.facingdanger.com

You can visit/subscribe to our free magazine "Critical Mental Health" at:



<http://flip.it/3FmQN>

You can ring us 01275-394774 and if all else fails call 07506 062520