

## Unisafe Level One – Theory of De-escalation

Target Group - ACS Provider Services - Day Service

### One-day event

**Pre-requisites:** None

**Pre-course preparation:** None

### Aims & Learning objectives:

This course will enable delegates to improve the personal safety of all in the workplace. It will help delegates to identify duties and responsibilities as well as the options open to you when dealing with difficult or challenging behaviour.

The course is both challenging and interactive with delegates completing practical exercises, and a multiple choice assessment paper.

By the end of the course, participants should be able to:

- Demonstrate an understanding of aggressive and violent behaviour
- Identify aspects of the law relating to physical interventions
- Have an understanding of the risk management process
- Identify your own responsibilities, policies and procedures and those of your employers
- Recognise signs of behaviour escalation
- Demonstrate effective selection of the appropriate option to de-escalate a difficult situation

| Further Information   |             |             |  |
|---|-------------|-------------|--|
| Course Dates:   | Times:      | Course Ref: | Venue:                                 |
| 14-Feb-11   | 09:30-16:30 | UST 21.10   | Kerrison Conference Centre, <i>Eye</i> |
| * Open to all ACS staff.  |             |             |  |
| Important Booking Information   |             |             |  |
| Access: <b>This course carries no charge for all Adult &amp; Community Care staff.</b><br>Maximum delegate numbers: <b>16</b><br>To book your place on an event, please send a completed Unisafe Application using one of the following methods:<br>Email: <a href="mailto:unisafe@csduk.com">unisafe@csduk.com</a><br>Tel: 01473 265550<br>Fax: 01473 253660<br>Post: HR Learning & Development, Customer Service Direct, Constantine House, 5 Constantine Road, Ipswich, IP1 2DH<br>To download our application form, please visit our website: <a href="http://www.suffolk.gov.uk/unisafe">http://www.suffolk.gov.uk/unisafe</a> |             |             |  |