

RESPONDING TO PEOPLE IN MENTAL HEALTH CRISIS TRAINING

Staff who provide front line support are often the first point of contact for clients/service users. Grounded in best practice this one day course will help **non mental health workers** develop confidence and improved communication skills to respond safely, appropriately and confidently to people experiencing a range of mental health crisis



By attending the training you will have had the opportunity to:

- explore what is meant by 'crisis' from a variety of perspectives (service user, personal, agency)
- explore what might be underlying service user's distress at times of crisis
- reflect upon the challenging situations that they can experience at work
- explore skills and responses that are supportive when responding to people in crisis, both face to face and on the telephone
- learn the key principles and good practice guidelines when supporting people experiencing a range of distress
- consider your own needs within a supportive environment

The training session will run from

9.15am to 4.30pm

A number of dates are available, being held at a range of different venues across Gloucestershire

To Book A Place:

Please log onto Learn Pro

Details about the system and how to create an account are available on the Gloucestershire County Council website (under Multi-Agency Training).

Or contact

proudtolearn@gloucestershire.gov.uk

Please be aware that this course covers an introduction to anxiety, depression, other mental health disorders and discusses self-harm and suicide. Participants may experience uncomfortable feelings, so please consider delaying attending the course if you think this might cause you difficulties right now