



Managing Conflict & Challenging Behaviour

RPS have MAYBO trained trainers Leaders in conflict management training

At RPS we are passionate about the MAYBO approach to conflict management; which helps our clients to create safe and positive environments for their staff and service users.

Conflict situations can be emotive, scary, and difficult to deal with, so we focus on how we can prevent and defuse these situations. With our training, your staff will be more confident to react in a positive calm manner. This will often influence the outcome by the safest controlled means.

Violence against staff whilst working in health care and hospital environments is sadly an everyday occurrence. It is:

Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work place.

We at RPS believe in treating people with dignity and respect and bring this through our training by promoting the `OPEN PALMS` approach. A powerful body language signal to show that we don't want to fight; the first step in diffusing any potential situation.



1 day course content

Conflict Management

Assault Avoidance

Disengagement Skills



Re direction and Guiding techniques

We can bring this training to your work place; to minimise your workplace disruption
We deliver to mixed or same sex groups – by Maybo qualified male / female trainers.
Nurses, Receptionists, Door Porters, Night staff, Security staff – have all benefited from RPS training

Post Course: *on successful completion of the course; each delegate will receive:*

RPS certificate of attendance – often required for risk assessments and insurance

Maybo Conflict Management Certificate

Maybo Personal Intervention Skills Certificate

For more information please visit us at www.rpspartnership.com and contact us on +44 (0) 1225 290210 or

info@rpspartnership.com

'Giving you peace of mind in a challenging world'