



Physical Intervention Course

Who is this course for?

Physical intervention training is required in certain roles to help staff to safely and effectively manage aggressive and challenging behaviour. The course is of particular value to roles such as:

- ♥ Security personnel
- ♥ Lone workers
- ♥ Transport staff such as bus, train, tube and taxi drivers
- ♥ Staff who have to deal with potentially violent situations
- ♥ Staff at high risk of physical attack or assault

Who

Why

What

Why should I take this course?

In today's world many of us are involved in high risk roles and activities that may require us to utilise some form of physical intervention. However until recently there was a distinct lack of formal recognised training to address this issue. Furthermore, with the lack of training, anyone who uses or applies any form of physical intervention may, potentially, be left open to accusations of assault and potential prosecution.

Maybo's unique programme equips candidates with the necessary skills to calm a situation, without resorting to the application of pain techniques to gain the aggressor's compliance. These skills are taught in such a way as to allow the candidates to identify the least aversive option to either extract themselves or calm the situation.

These skills were created so that both men and women can confidently apply them in situations to protect themselves, colleagues and customers. Furthermore the entire programme of skills has undergone a complete expert medical and legal review.

We are proud to offer our clients the Maybo SAFERwork Physical Intervention programme

Maybo's conflict management advice and training:-

- reduces assaults against staff
- increases the confidence and performance of managers and staff
- creates a safer environment for staff and service users,
- enhances customer service,
- reduces the need to resort to force
- better protects the organisation from compensation claims and reputation damage

Who is Maybo?

Conflict management ...the complete management response

Maybo is the UK's leading consultancy in workplace violence and conflict resolution. Established in 1996 Maybo provides practical and effective conflict management expertise and training to thousands of individuals and organisations.



This course also helps employers to meet their duty of care towards the welfare of their staff members who work in roles or areas that may place them at risk of potential physical assault or attack.

What does the course cover?

This module based training varies from disengagement tactics to more advanced rescue techniques, escorting methods through to holding skills. Throughout the course we will examine:

- ♥ The requirement to use non-physical skills as far as possible
- ♥ The law in relation to 'reasonable force' and 'self defence'
- ♥ The value of assessing a situation before intervening
- ♥ Using physical intervention as a last resort
- ♥ Possible medical implications
- ♥ The potential legal implications of the techniques
- ♥ Disengagement techniques
- ♥ Escorting and guiding skills
- ♥ Holding skills

Training analysis

Design

Training

Certification

Evaluation

How can I enrol for this course?

To be able to undertake the Physical Intervention training programme all candidates must have gained a formal qualification in conflict management, or successfully have completed the Maybo SAFERwork Conflict Management course.

What level of training does my role require?

All candidates are given training in the necessary skills to match the requirements of their role and the location they work in. In order to enable RTC to deliver the correct level of training we will perform a training needs analysis before deciding upon which programme is suitable.

Do I have to take an exam to pass the course?

No, candidates do not have to sit a formal examination on the course. However candidates must be able to satisfy the trainer that they can accurately demonstrate the skills they have been taught.

Will I get a certificate if I pass?

Yes. Once the candidate has been signed off by the trainer they will receive a City & Guilds accredited Maybo certificate.

How do I reserve a place on a course?

To enquire about making a booking for one of our Physical Intervention courses please contact Amy at RTC on 01208 816709, or by email amy@rutherford-training.co.uk



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