

## TRAIN-THE-TRAINER EDUCATION

### **Radar method Regeer® met Controle & Fysieke beheersing (CFB)**

#### Profile of potential trainer

Demonstrable interest in methods relating safety, aggression and violence  
working/thinking level: at least HBO+ level (upper vocational education)  
discipline: active/experience in the provision of care, services and/or  
management advice over the course of several years  
didactic qualities and/or teaching qualifications

#### Participation from all disciplines

It is only possible to participate in our trainer training courses by registering via a user agreement. Professionals from all disciplines can register for the course.

#### Registration

We will contact you upon receipt of your registration form. The one-sided selection of candidates entails risks with regard to the quality of the training. LEO Management Aggression Prevention will advise the organization or individuals about the selection of candidates. An online intake interview can also be organized with relevant candidates. We also retain the right to reject any candidates in accordance with criteria disclosed beforehand.

#### The training group

Potential trainers are placed in a training group. A training group comprises between 8 or more participants, who come from various organizations and/or are freelancers, possibly within the same region. Each training group has its own teacher who, in addition to teaching, also acts as a group mentor/supervisor for participants, as well as a contact person for organizations represented within the training group. Contact days and indirect traineeship supervision will occur in your country, or in Amsterdam (NL) or in Cebu(Philippines) the traineeship within the own organization and sometimes, if required, within the own region at other organization.

#### Traineeship planning

The planning of the traineeship for the training group for the relevant category of the modular programme will be discussed with the organization at an early stage. The number of training groups that are planned may differ from organization to organization. The sole criterion is that the organization assumes the responsibility to create at least one traineeship group for the candidate trainer. In the case of freelancers, the candidate trainer can be assigned to a LEO trainee post if required.

The trainers will also deliver this first training and receive (in) direct supervision from our teacher(s), as required.

#### Conclusion of trainer training course

After the traineeship, the course will conclude with a formative final evaluation in the training group. At individual level, interim evaluations will be carried out in relation to the traineeship using specified educational goals. After the traineeship, the entire course will end with a final interview and a final evaluation. Candidates will be officially certified as authorized trainers in the relevant category/categories, providing their attendance record was adequate and their evaluation was satisfactory.

If you register, you can deliver training courses independently to your own participants during the very same year.

## **The Train the trainer Education**

### **Part 1**

#### **Company Coach for Aggression Prevention (M/F)**

##### **Aim**

The individual who has completed the training course "Company Trainer/Coach for Aggression Prevention" is able to deliver a 1-2 day training course on "Dealing with Aggressive Clients".

Within the modular programme, this company trainer will learn about the Radar method and selected CFB techniques. Afterwards, he or she can deliver a training course on personal safety to own personnel. Limited trainer skills for dealing with intimidation/bullying within the workplace will also be taught.

##### **Target group**

Companies with numerous client contacts, all educational sectors, housing, care and welfare, sports centres/associations, social services, local authorities, public bodies, small and medium-sized companies, ambulatory services, polyclinics, A&Es in hospitals, etc.

##### **Explanation**

This training course is intended for personnel from local authorities or organisations who have to deal with aggressive clients (including threatening situations). However, actual physical violence occurs rarely or never.

## **The Training Course**

### **Parts I and II**

#### **Trainer for Healthcare and Services (M/F) specialised in the Radar Method with CFB techniques (Supervision & Physical Management)**

The trainer will follow our successful programme "RADAR Method combined with CFB techniques (Supervision & Physical Management)".

Dealing with physical violence on the basis of the following themes:

- personal safety (with individual physical CFB techniques)
- personal safety (with a 3-person team using CFB techniques)
- prevention, recording and safety policy

#### **Aim**

The trainer trained by us will be able to deliver a 2-5 day training course on "Dealing with Aggressive (Violent) Clients and Professional Intervention as a Team". He or she will also be taught extensive skills for dealing with intimidation/bullying within the workplace. The trainer will learn about the "Radar Method" programme, and will be able to train own personnel on how to deal with individual as well as team safety.

#### **Target group**

Psychiatric institutions, Forensic (detention) clinics, mentally disabled people, Ambulant care ( regional organisation for mental healthcare), Regional Institution for Sheltered Accommodation, half-way houses, social services for alcohol and drugs, social work, asylum seekers' centres, etc.

#### **Explanation**

This training course is intended for personnel from healthcare and service organisations who have to deal with violent clients (including threatening situations). In situations involving physical violence, a team has to carry out restriction of freedom interventions in a professional manner, such as isolating, restraining or separating clients in the healthcare sector, denying clients access to a company or 'removing' them from the premises.

In-Company Trainer Training Course within your own workplace in European countries

## **Customised Training Course for In-Company Trainers within your own Workplace**

LEO Aggression Management also offers organisations and companies the opportunity to deliver their own trainer training courses internally.

A minimum of 4 and a maximum of 8 candidates are taught how to become trainers.

Duration: all training blocks can be planned over a few weeks or months.

The content of the training and the number of contact days can vary significantly, depending on the customised programme. The advantage of this in-company version: while teaching your trainer candidates, you can schedule a two-day training course for a maximum of 18 staff members. This training course qualifies as a traineeship for your candidate trainers, during which they will receive direction supervision. Your personnel can benefit from this training course for free! The all-in fee comprises the tuition fee for a large group, including user rights for the programme discussed in the Regeer RADAR method. If your organisation opts for this type of in-company training, further discussions can be held regarding training topics as well as the applicable tuition fee with a possible discount. This tuition fee excludes the simulation game with actors and our travelling expenses.

Once you have ordered a trainer training course, we can plan the programme in consultation with you.

### **Training topics for Customised In-Company Trainer Training Course**

*Teaching methods and procedures for trainers who can receive customised instruction based on personal needs and wishes within your organisation.*

The concrete programme that is offered can comprise the following (self-chosen) topics:

#### **1. Introduction to the Radar method & Instruction on prevention on the basis of the Radar method**

Early detection method

Incident recording/registration

Communication/feedback

Learning how to apply behavioural alternatives

Learning how to define limits

Analysis (baseline measurements) using the Radar method

#### **2. Guidelines for physical restriction on the basis of the Radar method**

Professional standard

Selecting justified interventions in a methodical manner  
Implementing legal provisions (occupational health and safety, privacy and intimidation legislation, Individual Health Care Professions Act, Psychiatric Hospitals Compulsory Admission Act, etc.

### **3. Instruction on *fear and aggression* on the basis of the Radar method**

Insight into personal attitude

Insight into risk factors

Implementation of (departmental) safety policy

### **4. Trainer skills**

Directing with actor(s) in training courses

#### **Within your own sector/target group:**

Modular modification of customised one-to-several-day training courses

Aggression coaching for dealing with incidents in departments

Organising structured follow-up/refresher training courses

Intervision with the incident method

Providing professional support after serious incidents on the basis of the Radar method

Conflict/stress management with the RADAR method

### **5. Instruction on specific behavioural problems on the basis of the Radar method**

Early detection and interventions with regard to:

sexist behaviour and sexual intimidation

bullying/intimidation/mobbing within the workplace

self-mutilation

autism/ADHD

suicidal behaviour

terminal behaviour

### **7. Modulation Training Courses**

Dealing with cooperation problems for managerial staff

Dealing with undesirable behaviour at the desk and aggression over the phone

Attack prevention, dealing with hostage-taking situations

Risk management, dealing with mobbing/intimidation within the workplace

Dealing with aggression and behavioural problems among children/youths

### **8. Instruction on physical techniques**

Integration of Radar method with CFB techniques (Supervision & Physical Management)

Guidelines for the restriction of freedom

Personal/individual safety for personnel: all personal safety techniques

Managing violent situations in team safety: physical initial and mobile control

Comprehensive team-oriented isolation/restraining/separation techniques

(in the GGZ (Dutch federation of service providers in the mental health field) and VGN (Netherlands Association of Mental Healthcare))

Instruction on CFB techniques involving non-violent communication and physical techniques that do not cause any harm

### **In-Company Training Courses**

7- 10 day Training Course for Aggression Prevention Coach

10-14 day Trainer Training Course on Healthcare and Services

### **Diagram of Planning Opportunities**

