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## Welcome

HealthCo is all about making positive health choices to the benefit of our family, our work and ourselves.

Our mission is to keep you healthier for longer.

We want you to make that commitment to yourself.

HealthCo will help you out by creating a work environment that makes it easier for you to make positive health choices. We provide a simple set of services that will optimise the investment an employer makes for the betterment of employee health. Every single staff member of your team is very important to us and we will make sure that they are provided with the right support and environment to achieve their health goals, helping them to perform and take their role to the next level.

We have a vision of a healthy culture at your company being the cornerstone that brings you into the future with confidence.

What are you waiting for, **make the commitment today!**

Many thanks,  
The team at HealthCo.

## Today's Timetable

09.00 - 09.15	Introduction
09.15 - 09.20	Stress & Behaviour - Context
09:20 – 09:30	Behavioural Context: The Behaviour
09:30 – 09:45	Physical behaviours that challenge
09:45 – 10:45	De-escalation strategies practice
10:45 – 11:00	BREAK
11:00 – 12:30	Verbal behaviours that challenge
12:30 – 13:00	De-escalation strategies practice
13:00 – 14:00	LUNCH
14:00 – 15:00	Behavioural Context: The Environment
15:00 – 15:30	Behavioural Context: The Service User
15:30 – 15:45	BREAK
15:45 – 16:45	Behavioural Context: The Service Provider
16:45 – 17:00	Evaluation

# Pre-course Survey

## Overview

If we measure how you rate de-escalation interventions, we can enhance what you feel is important and remove items that you feel are unnecessary. By answering the very short questions here, you are giving us the ability to achieve these goals.

All information received is anonymous and used only for the purposes described above.

How often do you experience conflict in the workplace (please circle)?

Daily // Weekly // Monthly // or More

What is the most common reason for the conflict?

.....  
.....

Have you ever been physically assaulted in the workplace?  Yes  No

If yes did you require Hospital Treatment // On-site First Aid // No Treatment Necessary

What has worked best for you in de-escalating conflict scenarios that you have been involved in?

.....  
.....

Name of Organisation?

.....

Are you male or female?

Male

Female

What is your age?

18-24

25-34

35-44

45-54

55-64

65-74

75 or older

## Introduction

This course is about your mental health. Today we will look at how conflict in the workplace can affect your mental health. We will examine strategies that can help you cope more positively during these events. In a sector that has an ever increasing workload, with a limited budget, the resilience of staff to function optimally

**“Conflict in the workplace can affect your mental health”**

is under pressure (Burke, S. 2013). We will take account of what our options are in the moment of conflict and we will seek management and planning mechanisms to assist us in the long term. By the end of this training day you will have taken one more step towards positive MindCare. Good Luck!

## Course Objective

Decrease stress through a reduction in **frequency, intensity** and **duration** of conflict and cope more positively when conflict does occur.

## My Objectives

What would you like to achieve through today's session?

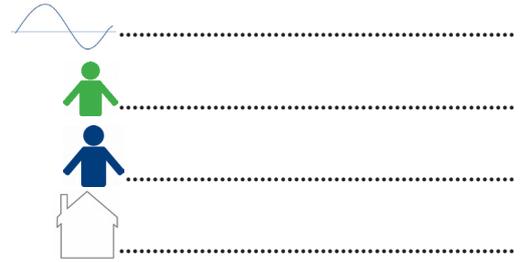
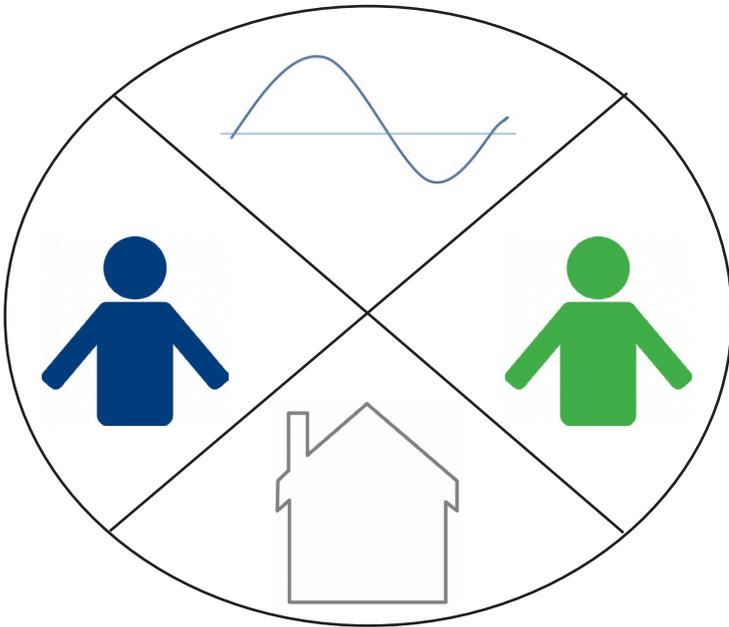
.....

.....



# The Context

Definition:



Behaviour:

Service Users:

Service Provider:

Environment:

(McKenna 2008)

# The Service User

## GOAL - Prevention Fundamentals

Positive Behaviour Support

Service User Specific Context

Service User General Context

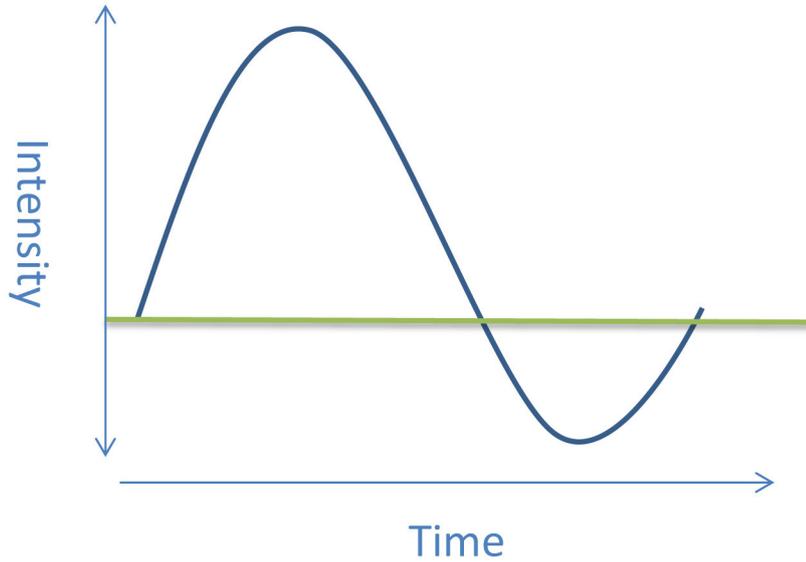
Triggers

Prevention of Triggers

# The Behaviour

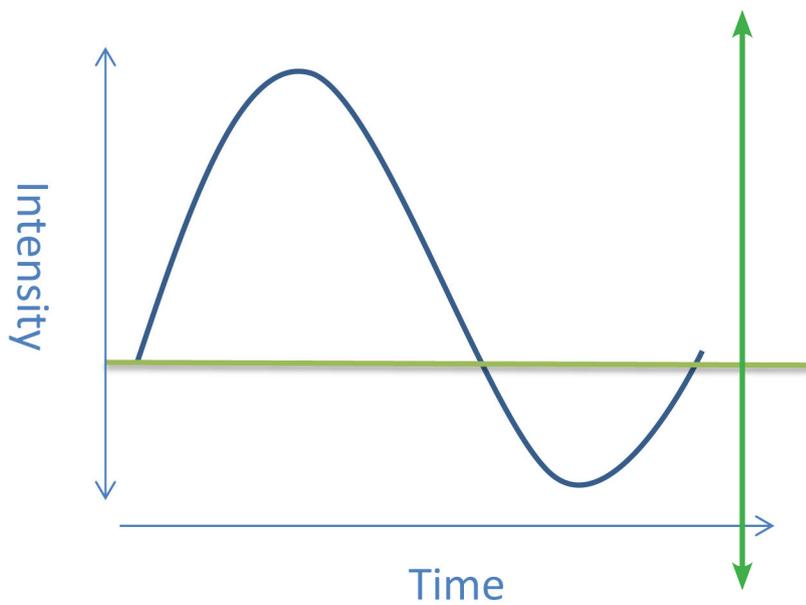
## Mapping the Behaviour

MAP 1 - The Intensity Levels



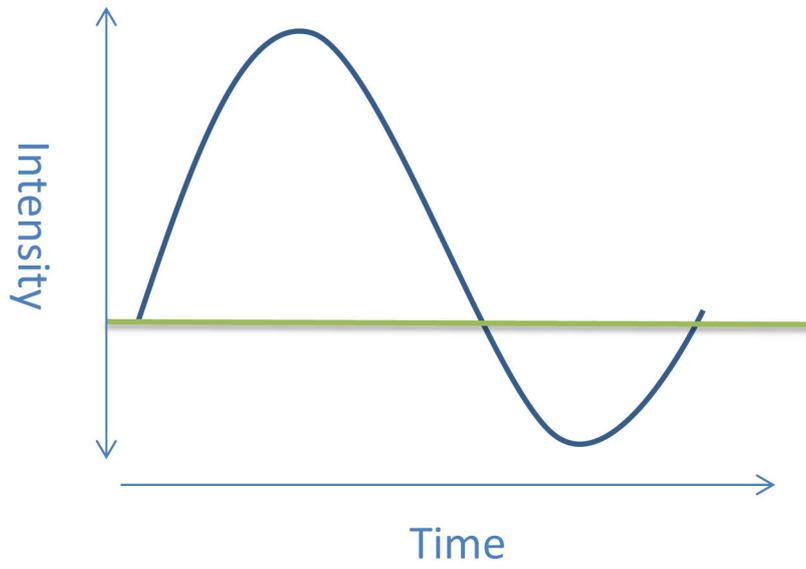
- Intensity Level 1 –
- Intensity Level 2 –
- Intensity Level 3 –
- Intensity Level 4 –

MAP 2 - Our Strategy

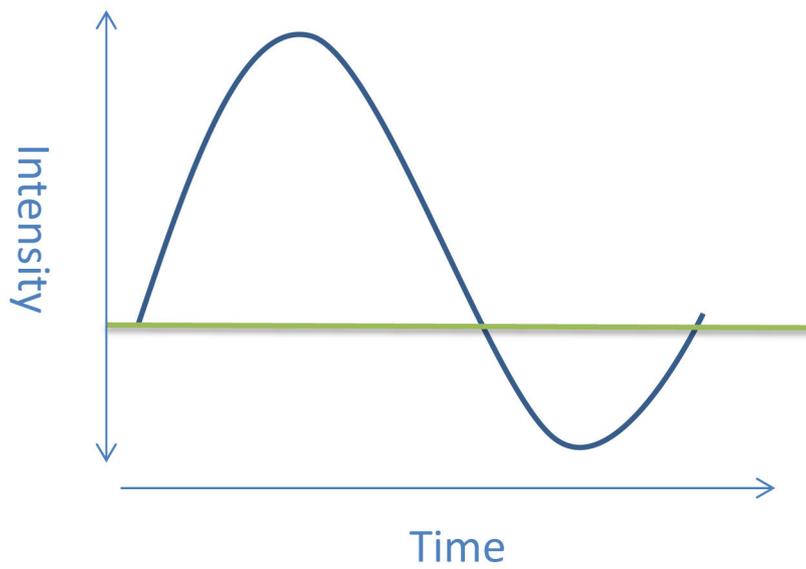


(Goleman 2000)

MAP 3 - Our Goals



MAP 4 - Our Strategies





## Level 1: Early Warning Signs

GOAL - Prevention / Early Intervention

APPROACH - Early Recognition

SIGNS

# Acknowledge!

INTERVENTIONS

TRAITS OF A GOOD LISTENER

- 
- 
- 
- 
- 
- 
- 
- 
-

## Level 2: Aggressive Verbal/Non-Verbal

### GOAL - Early Intervention

#### Three Steps to Positive Early Intervention

1. Control your own behaviour
2. Manage Environment
3. Small Positive steps

#### Recurring de-escalation & verbal aggression themes

Refusal to co-operate -

Listen -

Threats -

Time -

Challenging statements /rebuke -

Redirect -

Gestures / Signs -

People -

Venting -

Environment -

Direct -

Boundaries -

## Break the cycle!!!

## Level 3: Physical Aggression

### GOAL - Minimise Harm

What kinds of physical aggression have you experienced / witnessed in your workplace?

Minimise Harm with your approach

- Distance
- Angle

Minimise Harm with your exit

- Location
- Protection

Minimise Harm with assistance

- How many
- Communication

### Practise your response

Proportionality:

(Skills for Security 2010)

# The Environment

## GOAL - Prevention

### Values

What are your organisation's values?

Quick wins!

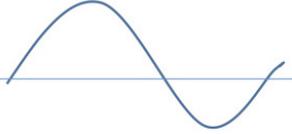
### Incident Reporting

When?

How many incidents last month? year?

What is the policy for incident reporting in your workplace?

## Behavioural Risk Assessment /Review Tool

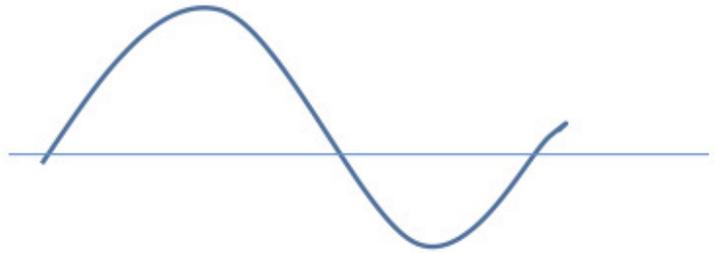
	
	
	
	

## HealthCo ABC Chart

Name:

Incident Report Completed Y/N

Behaviour map  
Title of the event:



Detail the peak intensity point and the duration spent above non-aggressive agitation.

Date:

Time:

Location:

Who was there at the time?

Antecedant (what was happening, what was everybody doing, just before the event?)

Behaviour (what did you see? – actual facts, not interpretations of meaning/feelings)

Consequences (how did the event end?/ behaviours following event)

How did the person appear before the incident? (circle)

- Angry • Anxious • Bored • Content • Depressed • Despairing • Frightened • Frustrated
- Happy • Irritable • Physically Unwell • Restless • Sad • Worried
- Other .....

How did the person appear during the incident?

## How to use an ABC Chart

An ABC chart is an observational tool that allows us to record information about a particular behaviour. The aim of using an ABC chart is to better understand what the behaviour is communicating. The 'A' refers to the antecedent or the event that occurred before the behaviour was exhibited. This can include what the person was doing, who was there, where they were, what sights / sounds / smells / temperatures / number of people that were in the environment. 'B' refers to an objective and clear description of the behaviour that occurred e.g. X threw item at Y. 'C' refers to what occurred after the behaviour or the consequence of the behaviour e.g. residents moved away from X, noise levels in the room decreased. It is important to decide on one or two target behaviours to record initially. Complete the ABC chart as soon after the event as is possible to increase its accuracy.

Having recorded the behaviour on numerous occasions check for triggers or situations where the behaviour is most likely to occur:

- When / what time is the behaviour most likely to occur?
- During what activities is the behaviour most likely to occur?
- Are there any times or activities during which the behaviour does not occur?
- Where is the behaviour most likely to occur?
- With whom is the behaviour most likely to occur?

It is also important to look at what consequences might be maintaining the behaviour:

- What does the behaviour achieve for the service user?
- Does the service user avoid any activity by engaging in the behaviour?
- Is the service user rewarded in any way by engaging in the behaviour?
- What might the service user be attempting to communicate by engaging in this behaviour?

Having identified the triggers for the behaviour and the consequences that may be maintaining the behaviour you are now ready to develop a plan.

- What changes can you make to the environment in order to decrease their exposure to triggers?
- Are there any suitable alternatives that could be incorporated into their care plan?
- How have you addressed the need that the service user was trying to communicate?
- Have you communicated the plan to everyone who will be caring for the service user?

Activity: Pick an event that one participant can describe and complete an ABC chart with the class

## Risk Assessment Behaviour Planning

- Single sheet
  - Compiled & evaluated by keyworker
  - Reviewed by manager, psychologist & MDT
- \*\*\*Compiled via feedback from frontline staff\*\*\*

Behaviour Support Plan	
Name:	Commencement Date:
Identified Behaviour:	
Risk of:	Risk Rating:
Triggers:	
Prevention of Triggers:	
Warning Signs:	
Intervention to de-escalate	
Physical Intervention	
Review Date:	
Signatures:	

## Activity:

Begin with the highest risk behaviour in your workplace, complete a behaviour support plan for this service user in this aspect of their care.

Behaviour Support Plan	
Name:	Commencement Date:
Identified Behaviour:	
Risk of:	Risk Rating:
Warning Signs:	
Triggers:	
Prevention of Triggers	
Intervention to de-escalate	
Physical Intervention	
Review Date:	
Signatures:	

## The Service Provider

In a recent study of staff-resident experiences in the nursing home sector, staff cited that caring for residents who were aggressive and working with older people who had difficulty in communicating were the most stressful aspects of their job.

It concluded; "the strongest predictors of the neglect of older people in residential care were identified as high levels of burnout, the frequency with which resident-related stressors occurred and staff experiencing psychological distress" (*Drennan, J. 2012*).

Communication -

Stress -

### My Communication Norms

#### Physical

Positioning

Keypoints:

Body Language

Keypoints:

Touch

Keypoints:

## Verbal

- Tone

- Volume

- Words

Helpful phrasing:

Phrasing to avoid:

## Conclusions

## Stress and Work

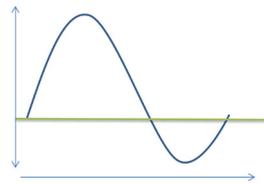
A recent Cochrane review (Routsalainen 2014) concluded that cognitive behaviour therapy (CBT) was successful at reducing stress in employees. However the same review found that any training intervention unrelated to stress had the same de-stressing effect as CBT. More positively mental and physical relaxation methods led to a 23% reduction in stress levels.



Emotions, Detachment, Tiredness, Work-Life Balance

### Level 4: Recovery

#### GOAL - Prevention



Q: What are your feelings/actions after a day's work in which there was a significant conflict event?



Q: What do you do to cope with these feelings?

The HSE policy (HSE 2012) on prevention and management of stress in the workforce sets out guidance for staff around managing stress. We've reconfigured the main points to make it easy to remember:

<p><b>T</b></p>	<p><b>Talk</b> with your colleagues, friends or family and seek support. Confidential support is available through occupational health services, counselling or employee assistance programs</p>	
<p><b>I</b></p>	<p><b>Introduce a buffer</b> exercise and things that you enjoy for example 'stand-up comedy on TV', as a positive intervention to buffer against negative effects of stress. No matter how much you won't feel like it before you do it, you will only regret not doing it</p>	
<p><b>C</b></p>	<p><b>Constructive</b> By seeing the event as an opportunity to learn can reframe your mindset to more positive feeling. Seek one key learning point and move to the next step. Complete Incident Report.</p>	
<p><b>K</b></p>	<p><b>Kind</b> Be kind to yourself. You have been able to go through a difficult period and come back stronger. I can go on, I will go on.</p>	

## My Mind Care

I would like to .....  
.....  
..... to improve my health.

<u>Design element:</u>	<u>Behaviour to change:</u>
Priming	
Default	
Commitment	

**Priming:** Like a suggestion, priming is a purposeful arrangement of your environment that helps initiate a desired behaviour. For example by setting out our exercise clothing in our wardrobe we are more likely to actually go exercise than if we had to choose what to wear immediately pre-exercise or by introducing soft light in a room we are more likely to be relaxed when in that space.

**Default:** We are much more likely to go with the flow, leaving things as they are so to speak. By actively setting up some positive defaults in your lifestyle, you will aid your achievement of some longer term goals. For example a common default is to immediately get changed into more casual clothing after returning home from work. A more pre-conceived default is to set up a standing order to transfer wages out of your bank account into a savings account on pay day, rather than having to perform this task manually on each pay day.

**Commitments:** Simply put we are more likely to do something if we have committed to it. To make commitments more cast iron we should write them down or make them public. A word of note: begin with bite sized commitments, making many small successes en route to your bigger goal. For example this could mean 'I am not going to have a cigarette today' on the way to 'I am going to give up smoking'.





# Test

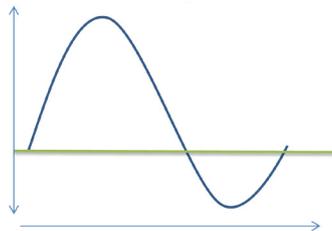
Print Name: ..... Organisation: ..... Date: .....

List the four components of Behavioural Context.

- 1.
- 2.
- 3.
- 4.

Name the Levels of the conflict wave.

- Level 1:  
Level 2:  
Level 3:  
Level 4:



What 3 steps are important when responding to an individual at a high intensity behaviour level 2?

- 1.
- 2.
- 3.

When am I required to fill out an incident report?

What does ABC stand for in the ABC chart?

A..... B..... C .....

What does TICK stand for?

T  
I  
C  
K

Signed: .....

Date: .....

## Participant Evaluation

We hope that you have found today's program beneficial and what is more we would be really pleased if it assists you in achieving your health goals. The following brief questions will aid with the summation of today's session and will assist us in developing our programs to better suit your health needs.

How would you rate today's session? (please circle)

1☆ 2☆ 3☆ 4☆ 5☆

As a result of today I have learned ...

.....

.....

.....

Have you any recommendations that would improve the day?

.....

.....

.....

Any further comments...

.....

.....

.....

We issue a bulletin once a month, containing only one topic, which will take less than one minute to read. We call it the HealthCo #1 Bulletin and it is aimed at nudging you towards achieving your positive health goals. Please write your email clearly below and we will make sure to add you to our campaign to keep you healthier for longer!

Email: .....

*Thank you for your participation.*

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*The staff of HealthCo thank you for your participation in our programme. If we can be of any other assistance to you, your organisation, or your colleagues, please do not hesitate to contact our office.*

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Healthy Culture