

Core Managing Mental Health Crises on Campus: Skills for 'First Responders'

Universities and colleges are experiencing increasing mental health, stress and emotional issues among their students. Maybo's new programme helps operational staff recognise the important role they can play in identifying vulnerable students and facilitating access to help. It builds skills and confidence in dealing with crisis situations in a sensitive, calming and safe way. It covers:

- **Recognising and supporting vulnerable individuals**
- **Managing challenging behaviours and crises**
- **Ensuring student and staff safety**

Target Audience

This programme is especially valuable for operational support staff who meet and interact with students on Campus '24hrs' across academic, social and residential settings, including:

- Security teams
- Estates and Facilities teams
- Student services
- Halls of residence
- Student Union

Key Benefits

- Specifically designed for front line staff
- Cost effective and engaging blend of eLearning and practical workshop reduces time away from the workplace and caters for different learning styles
- Promotes your key organisational messages to encourage a consistent and positive team approach
- Increases staff confidence and helps ensure safe and positive outcomes for students

Maybo is a leader in conflict management training specialising in soft skills for dealing with challenging behaviours. We have drawn on our extensive experience within health, education and social care settings to create this bespoke programme for universities and colleges.



**In a threatening situation
are your colleagues' words
and body language saying
the same things?**

Find out how and more about the
services we offer on our website.

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Learning Outcomes

Individuals completing this programme will be better able to:

- Recognise early signs of vulnerability
- Understand potential causes of challenging behaviours
- Understand their key responsibilities in responding to crises
- Be mindful of their own emotions, attitudes and beliefs and the impact of these on others
- Recognise and reduce triggers
- Empathise and engage positively and appropriately with students experiencing difficulties and build rapport (trust)
- Safely approach, contain and defuse emotive and crises situations
- Respond to specific scenarios such as self-harm or psychotic episodes
- Know how to facilitate access to help and support for students having difficulties
- Know when and how to access support for themselves e.g. following a difficult incident

Blended learning approach: A two stage approach is recommended for this programme

Part 1 Self-study

High quality eLearning that provides underpinning knowledge in handling emotive/conflict situations and calming and defusing



Part 2 One day tailored workshop

A practically based day that considers Attitudes and behaviours and some of the key knowledge and skills to deal professionally with a range of scenarios

Tailoring

As part of our training needs review we take time to ensure the training will deliver your key policy messages and guidance. We will include the most relevant scenarios individuals are likely to face so that the training is fit for purpose.

Accreditation

Individuals completing this programme receive Maybo certificates, which can be accredited by City & Guilds.

Cost

The programme costs £1,190 (plus VAT and expenses). This includes the self-study eLearning and one day workshop for up to 12 participants.



For more details and to discuss how our solutions can help your staff, please contact us on 01580 881346 or use the 'Contact Us' page on our website www.maybo.co.uk