

How professional would your responses to conflict appear to others?

Responsible Physical Interventions

A SAFER Approach

Maybo's physical interventions programmes build on the learning from our conflict management programmes and give learners the skills and knowledge to more effectively and safely avoid assault, disengage from conflict situations and where job roles require it, use restrictive guiding and holding techniques.

Who needs this level of training?

The programmes are designed for staff working in roles that carry a significant risk of intentional or unintentional assault, or who have duties which may require them to physically guide a person. Some of these encounters may involve a varying degree of conflict and the vast majority can be successfully managed by careful assessment of the situation and good interpersonal skills.



Physical intervention carries risk for everyone involved so our goal is to help your staff to reduce the need to use contact skills. Our training focuses on alternative options and how to prevent situations arising and escalating, whilst recognising there are times in some environments when staff have to act to prevent imminent harm to themselves or others. Where such scenarios are foreseeable Maybo gives you greater peace of mind through:

- Helping you establish the level of training required and support with policy and guidance
- Building confidence in alternatives to target a reduction in use of force
- Reducing risks to service users and staff when intervention is legitimate and necessary
- Non aggressive physical responses that are safer and highly effective

“The Maybo programme has revolutionised our conflict management and physical intervention training”

Training and Development Manager, CareTec



Conflict situations can be testing and unpredictable and as if that isn't enough, everyone will be watching how we 'perform'. Maybo teaches learners first how to spot and defuse potential conflict and then how to respond professionally when it does occur.

Every assault avoidance and disengagement programme is built around the specific risks staff face, the roles they perform, the service users they work with and the environment in which they work and can include:

Prevention, situation assessment and positive communication skills to:

- Maintain positive relationships with service users through communication and conflict management skills
- Identify alternatives to using physical intervention
- Dynamically assess risks in situations where physical intervention might be used
- Signal non-aggression to protect themselves and others from assault
- Identify ways of reducing the risk of harm during physical interventions
- Understand the legal and professional implications and risk factors involved in using physical interventions

Non-aggressive physical skills to protect self and others from intentional and unintentional assault, such as:

- Signaling non-aggression through stance and positioning skills
- Evading and protecting against blows
- Disengaging from grabs and holds
- Guiding individuals in a non restrictive manner

Flexible Delivery

Choose from training workshops, delivered by Maybo trainers at your location or trainer training to equip your in-house trainers to deliver our programme themselves. We also offer a cutting

edge skills coaching and problem solving model that enables skills to be refreshed in the workplace and helps resolve problems as they arise.

Choose Maybo for a safer approach to physical intervention

The Maybo physical intervention model has a unique combination of features that provide you with:

- A flexible framework that responds to your staff and organisations needs
- A low arousal approach that does not antagonise those involved or bystanders
- Accredited, nationally recognised training that meets your sector's regulatory requirements
- Individual and team methods that look professional and are proven operationally
- A problem solving approach that helps staff respond to local and individual needs
- Comfort in knowing that the skills have been medically reviewed and risk assessed
- Substantially less training injuries than traditional training models
- On-going support from some of the most experienced expert witnesses on use of force



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“This programme provides a **safer, professional approach for our staff and customers ”**

Training and Development Manager, Showsec