

## **Development and Training for Front Line Staff – Psychodynamic Approaches**

We have developed outreach training aimed at front line workers who are helping people with different kinds of life issues and challenges. Examples include staff who work with addiction in residential, rehab and outreach settings, workers with ex-offenders and working with mental health clients.

### **Psychodynamic Approaches Outreach Training**

We have developed outreach training in psychodynamic theory, aimed at front line workers who are helping people with different kinds of life issues and challenges. Intended participants include staff who work with addiction in residential, rehab and outreach settings, workers with ex-offenders and working with mental health clients.

The three-day course covers both theory and practice, focussing on listening and feedback skills, anger management and self-care. There is also time in each day to look at specific problems and issues that come up for the staff. Each day typically runs from 9.30am to about 4pm with breaks and lunch.

Our approach is to bring the theory and skills of psychodynamic counselling to front line staff in a way they can use in their own daily work, considering the practical and organisational settings in which staff operate. Such skills are equally of use to managers trying to support their staff and understand front line dilemmas.

Our emphasis as therapists is on using our understandings to give workers an alternative perspective, and help them consider how best to help their clients. We ensure that we give participants time to reflect on how they interact with clients and find new ways to approach the stresses and problems of working with difficult client groups.

### **Training Programme**

#### Day 1: The Psychodynamics of Communication

An understanding of unconscious processes and listening out for what is really being communicated is a great help when trying to help people in need. We look at some basic psychodynamic theory of the unconscious but the emphasis is on developing better listening skills and responding directly to the underlying need being expressed.

#### Day 2: The Psychodynamics of Anger Management

Dealing with angry people can be difficult and intimidating but this day is about stepping back from the natural “fight or flight” response and understanding different kinds of anger and where they come from in a person. We look at Object Relations theory as a way of understanding how we all react differently in situations often based on our own relationships in early life. We continue to practice listening and responding skills with emphasis on handling anger.

### Day 3: Caring for Yourself

As carers or front line staff it is too easy to take on the problems of our clients which can be detrimental to our own wellbeing. The final day is about looking at ourselves and ways we typically react in relation to others. The theory section is about Attachment Theory which explains basic patterns of relating, particularly in relation to care givers and parental figures. This is a useful tool to be able to recognise our own vulnerabilities and help us look after ourselves better.

#### **The Trainers**

Nick Hall (BSc, PG Dip) is an accredited Psychodynamic Counsellor, previously worked in management for a local authority and more recently as Divisional Manager with Victim Support with a special interest in Restorative Justice. Nick has a good understanding of the front-line and organisational contexts of modern service provision as well as teaching experience.

Stuart Sage is a Group Analyst and Psychotherapist in private practice, with extensive experience in NHS management and rehabilitation management for people with addictions. Stuart had worked in psychiatry and addiction for over 20 years and has experience of running training and therapeutic groups, social drama as well as team management. Stuart also runs our Introduction to Counselling course.

#### **Course Costs**

We are a not for profit organisation and funds raised through training enables us to support the low-fee counselling service we provide. We charge £140 per person per day and train groups of five to ten people.

#### **Talk to us!**

We aim to make the training focused and appropriate to the needs of your organisation and your staff. To this end, we would like to meet with you to assess your needs and design a training to suit you.

Please contact Nick Hall by email [bedfordcounsellingandtraining@gmail.com](mailto:bedfordcounsellingandtraining@gmail.com)

Once we have an idea of your setting we can adapt the training to specifically help with the client group that you work with, using examples that reflect the kind of work you do.