

Programme **Monday 13 November 2006** de Meervaart, Amsterdam

- 08.30 – 09.15 Reception and Registration
- 09.15 – 09.30 *Opening and Word of Welcome; Hans Fleury*
- 09.30 – 10.00 *POPAS, First Results from Research in Austria and Switzerland; Nico Oud*
- 10.00 – 11.00 *'In Favour of the Relation'; to be Able to Meet the Other we First have to get Rid of the I; Chaim van Unen*
- 11.00 – 11.30 Coffee break and signing in for workshops A, B and C
- 11.30 – 12.45 Workshops Round A (3 parallel-sessions):
- (1) *Exercises in Self Awareness & Communication for Use in Aggression Management Seminars/Trainings; Gernot Walter*
 - (2.1) *Non-Physical Interventions Relating to the Prevention and Management of Violence; Rick Tucker & Gail Miller (part 1)*
 - (3) *Investigating Body Language; Ronald Vestergaard, Henrik Møller & Bettina Hansen*
- 12.45 – 13.30 Lunch (learning styles test in preparation of workshop 5)
- 13.30 – 14.45 Workshops Round B (4 parallel-sessions):
- (1) *Exercises in Self Awareness & Communication for Use in Aggression Management Seminars/Trainings; Gernot Walter*
 - (2.2) *Non-Physical Interventions Relating to the Prevention and Management of Violence; Rick Tucker & Gail Miller (part 2)*
 - (4) *'Sometimes it Happens Anyway... ..'; about Aftercare for Staff after Shocking Events; Peter van Loon*
 - (5) *Designing and Executing Training from the Point of View of Different Learning Styles; Mark de Jong (part 1)*
- 14.45 – 15.30 (10) *Trainers Market*
- 15.30 – 16.00 Tea break
- 16.00 – 17.15 Workshops Round C (4 parallel-sessions):
- (3) *Investigating Body Language; Ronald Vestergaard, Henrik Møller & Bettina Hansen*
 - (4) *'Sometimes it Happens anyway... ..'; about Aftercare for Staff after Shocking Events; Peter van Loon*
 - (5) *Designing and Executing Training from the Point of View of Different Learning Styles; Mark de Jong (part 2)*
 - (6) *Developments and Bottlenecks in the Application of Physical Technique; Sander Huijding & Hans Fleury*
- 17.15 – 18.00 Drinks

Programme **Tuesday 14 November 2006,** de Meervaart, Amsterdam

- 08.30 – 09.00 Reception
- 09.00 – 10.00 *'Ever met a Normal Person? How did you like it... ?' about Patient-Experiences with Aggression Management; speakers Pandora Foundation*
- 10.00 – 10.45 *Attachment, Containment and Mentalization: Key Concepts for the Therapeutic Management of Aggression within Care Relations; Yvonne van Engelen*
- 10.45 – 11.15 Coffee break and signing in for workshops D, E and F
- 11.15 – 12.45 Workshops Round D (3 parallel-sessions):
- (2.1) *Non-physical Interventions Relating to the Prevention and Management of Violence; Rick Tucker & Gail Miller (part 1)*
 - (7) *The Use of Mechanical Restraint in the UK Revised?; Ted Foulger & Andy Morley*
 - (8) *The Influence of Addiction on Autonomy and Behaviour; Looking at Aggression Related to Addiction Diseases; Sonja Kusters*
- 12.45 – 13.30 Lunch
- 13.30 – 15.00 Workshops Round E (3 parallel-sessions):
- (2.2) *Non-Physical Interventions Relating to the Prevention and Management of Violence; Rick Tucker & Gail Miller (part 2)*
 - (7) *The Use of Mechanical Restraint in the UK Revised?; Ted Foulger & Andy Morley*
 - (9) *Intercultural Communication and the Meaning of Cultural Differences in Conflict and Aggression Management; David Pinto*
- 15.00 – 15.30 Tea break
- 15.30 – 17.00 Workshops Round F (3 parallel-sessions):
- (6) *Developments and Bottlenecks in the Application of Physical Technique; Sander Huijding & Hans Fleury*
 - (9) *Intercultural Communication and the Meaning of Cultural Differences in Conflict- and Aggression Management; David Pinto*
 - (10) *Trainers Market*
- 17.00 – 17.15 *Forecast 2007 and Closing*
- 17.15 – 18.00 Drinks

About the speakers, the lectures and the workshops:

Lecture: ***POPAS, first Results from Research in Austria and Switzerland (Dutch/English)***
Nico Oud

M.Sc. Nico Oud is trainer, tutor, researcher and director of CONNECTING, as well as chair of the informal platform ENTMA. He participates actively in the European Violence in Psychiatry Research Group.

Nico will report upon the first results of the POPAS research in Austria and Switzerland. The content and the meaning of the Perception of Prevalence of Aggression Scale (POPAS) will be covered within the framework of an institutional security management policy. Certain aspects will be clarified from the first result from research in Vienna and Zürich. At the same time conclusions will be discussed towards improving the training in the Management of Aggression.

Lecture: ***'In Favour of the Relation'; to be Able to Meet the Other we First have to get Rid of the I (Dutch)***
Chaim van Unen

M.Sc. Chaim van Unen is a former teacher of social philosophy and author of the book: „De professionals. Hulpverleners tussen Kwetsbaarheid en Beheersing“ (“The professionals, Care giving between Vulnerability and Control”, Eburon Delft, 2000, 2003 and third edition in preparation.) He is an independent consultant, teacher, behavioural scientist and philosopher.

In his presentation Chaim departs from the proposition: ‘aggression is relation’. More precise: aggression is often a cry for relating, for recognition, to be recognized in ‘his or her own being’. Rejection leads possibly to aggression, verbally, physically or otherwise. Aggression asks for a relation. To be able to meet the Other and to leave one to his/her own merits, we look at how our images are conceptualized. The *Attitude* is essential, and not purely techniques and skills. Diagnosis creates distance and makes care-giving ‘treatment’. At these considerations the thinking of the French Philosopher Emanuel Levinas plays an important role, for instance his proposition: ‘I am responsible for the Other’.

Chaim's presentation takes some distance from daily practice but does not distance itself from it.

Lecture: ***'Ever met a Normal Person? How did you like it... ?' about Patient-Experiences with Aggression Management (Dutch)***
Speakers Pandora Foundation

The speakers in this lecture are two voluntary public relations officials of Pandora, an independent Foundation that works already for 40 years for people with severe mental or psychiatric problems (occurring in the past, present or future). The experiences of these people are the starting point of all Pandora's actions. The Pandora Foundation provides verbal and written information about the meaning of having mental and/or psychiatric problems. The main objective is also to provide knowledge and information to the general public to challenge prejudice about people with mental and/or psychiatric problems, so their social position and their treatment in community will improve. The speakers are both (ex-)patients and have experience with the topics Aggression and Coercion in Mental Health Care. They highlight the patient's perspective on the basis of their own experiences. Why do patients become angry? How do they experience the actions taken by caregivers and staff during a crisis? The speakers will give staff something to think about and clues for the practice of Aggression Management.

Lecture: *Attachment, Containment and Mentalization: Key Concepts for the Therapeutic Management of Aggression within Care-Relations (Dutch/English)*
Yvonne van Engelen

M.Sc. Yvonne van Engelen is working as an Orthopedagogue (Educationalist), Health Care-Psychologist and Supervisor within the field of Special Education and was working in Child and Youth Mental Health Care in the past. She is, as a freelance co-worker and tutor of CONNECTING involved in the development, training and education of trainers in the Management of Aggression and Social Security/Safety, especially with regard to the fields of Child Care, Education and Learning Disabilities. She is also member of the ENTMA.

Mentalization, a concept linked to the notion of 'theory-of-mind' (TOM), is being described as the ability to permanently assume within the interaction with another person the fact that the other person, like oneself, has his/her own inner world of feelings, thoughts, needs and desires (Fonagy). The development of the ability to mentalize, at the age of about 4 or 5 years, appears to be strongly related to the quality of the parent-child-relationship, the primary attachment-relationship. Within a safe relationship and only when the parent is able to mentalize too, this important ability will develop adequately, alongside with the ability to perceive and treat the other person 'in his own rights' (as a separate person). Containment, as the metaphor of the container that holds, bears and tolerates the emotions of the other person, attributing meaning to them and developing thoughts about them (Bion, Winnicott), is in this process a crucial parenting, educational or therapeutic skill. The child, that is stuck in its primary perception of an emotion, as well as the patient, that is stuck in his/her primary anger, need mirroring and marking of the meaning of this emotion (the so-called secondary representation) by the other (parent/therapist/caregiver) to be able to take some mental distance from his/her primary perception and being able to control and regulate his/her emotions more appropriately.

Yvonne will, elaborating on the theory that is presented in the education of trainers in the Management of Aggression and Social Security/Safety of CONNECTING, work out these concepts and emphasize the importance of these insights for the therapeutic management of Aggression within care relations as well as for the development of a professional attitude of staff, like mental health nurses or teachers.

Workshop 1: *Exercises in Self Awareness & Communication for Use in Aggression Management Seminars/Trainings (English)*
Gernot Walter

Gernot Walter is Diplompflegewirt, Fachkrankenpfleger für Psychiatrie (mental health nurse) at Klinikum Stadt Hanau in Germany and trainer in the management of Aggression. He is member of the ENTMA.

The reflected and purposeful use of verbal and non-verbal communication is an essential element in de-escalation. As a prerequisite, staff needs to keep self control to be able to do so. Getting to know our reactions, our limits and what triggers them in real situations can be risky for all involved. Therefore exploring these in a safe environment as well as learning to control these and/or reflect on how to avoid triggering situations is a must in Aggression Management and de-escalation trainings.

In this workshop we will use a self awareness exercise, including visualisation and a structured self questionnaire as instrument for self reflection and as basis for group discussion around keeping self control on the personal level as well as on the team and institutional level.

If there will be time we will relate this to Peplau's stages of anxiety and the 7-phase-deescalation model by Leadbetter & Paterson as well as phases of establishing contact in situations beginning to escalate as shown by Wesuls.

This workshop will be offered twice.

Workshop 2.1 en 2.2: *Non-Physical Interventions Relating to the Prevention and Management of Violence (English)*
Rick Tucker & Gail Miller

Rick Tucker is Mental Health & Learning Disability and Tackling Violence lead at the National Health Service, Security Management Service in England. Gail Miller is Associate Director for Violence Reduction at West London Mental Healthcare NHS Trust. They both are involved in the ENTMA and presented last year within this framework the line of policy of the NHS towards Aggression Management in the UK based on the earlier published Clinical Guidelines. This year they will present a Familiarisation Seminar for the training programme for mental health and learning disability services in non-physical interventions relating to the prevention and management of violence. The seminar will introduce participants to the syllabus of this programme and to the 10 key learning outcomes from the syllabus, the national implementation guidance, a reading list and an explanation regarding the licence required in order to access to the course materials, tutors' manual, power-point presentations and the cost to their organisation.

This workshop will be presented in 2 consecutive rounds (part 1 and part 2) and will be offered twice.

Workshop 3: *Investigating Body Language (English)*
Ronald Vestergaard, Henrik Møller & Bettina Hansen

Ronald is Psycho-Fysisk Konsulent and is already for many years trainer in Aggression Management in Denmark. He is also member of the ENTMA. He presented several workshops at our meeting together with his colleagues in the past about developments of techniques and content of the training courses in their country. Henrik Møller is, like Ronald, Psycho-Fysisk Konsulent next to his activities as a Criminal Investigator at the Danish Police Department. Bettina Hansen is Educational consultant (Cand. Psys.) at the Department of Education of the Psychiatric Services in Denmark.

Ronald and his colleagues will, using a situation on video, present some questions to discuss in a small group concerning violence, risks, cooperation and teamwork etc. The significance of non-

verbal communication will be stressed. The result of the group-discussion will be plenary discussed and analyzed. This workshop will be offered twice.

Workshop 4: *'Sometimes it Happens Anyway... ..'; about Aftercare for Staff after Shocking Events (Dutch)*
Peter van Loon

Peter van Loon has longstanding experience in Mental Healthcare with (acute) psychiatric and psychosocial problems, with direct client-contact as well as with coaching/supervising of staff and management. He is since 1999 Projectleader care / advisor of crisis-management at the Institute for Psychotrauma (www.ivp.nl) and has elaborate experience as an advisor and educator for government, local authorities, board of directors and management of institutions and companies in the field of crisis-management and (after)care for those involved in shocking events, like industrial accidents, deceased co-workers/colleagues, raids and assaults, aggression and violence, disasters and calamities etc. He was involved in the fireworks disaster in Enschede 2000, the cafe-fire in Volendam 2001, the Foot-and-Mouth-Disease-crisis 2001, the classical birdflu 2003, the Tsunami 2004, the Earthquake in Pakistan 2005 and the fire in the cellblock of Schiphol airport 2005.

In spite of all good preparations on aggression and violence it's an illusion to think that aggression and violence will never occur anymore. Care for staff is a 'must'. Legislation and Working Conditions-agreements appoint that attention should be given to (after)care for staff after shocking events. But how to design this? In this workshop the emotional impact of aggression and violence on staff will be addressed. In daily practice many forms of 'aftercare' have been developed. On the basis of the latest scientific research a 'stepped-care' model will be presented to design the aftercare for staff.

This workshop will be offered twice.

Workshop 5: *Designing and Executing Training from the Point of View of Different Learning Styles (Dutch)*
Mark de Jong

M.Sc. Mark de Jong (1964) is working as a communication- and intervision-trainer at a training-bureau that aims at professionalizing staff in Health Care.

In this workshop the attendants will learn to design and execute training from the point of view of the different learning styles developed by David Kolb. Attention will be given to anticipating on and coping with different forms of resistance that trainers can meet during training courses. As a trainer you hope that your students afterwards call your training instructive, nice and valuable. How can you reach this result? How do you compose a training that is highly motivating and that students are really interested in?

In this workshop will be explained how the learning cycle of David Kolb can be helpful to this. Before the workshop starts you have already determined your dominant learning style by using the learning styles test and you learn to design and execute from the point of view of your personal style a successful training. If you, in addition, link to the expected learning style of your students, you can anticipate on many occurring types of resistance and cope with it in the actual situation to make your training an instructive experience for everyone. In the workshop we will discuss how this way of working looks like.

This workshop will be offered once and exists of 2 consecutive rounds (part 1 and part 2).

NB: before you attend this workshop you have to determine your dominant learning style by filling in the learning styles test of David Kolb during the lunch break. This will take about 15 minutes. You will receive this test when you sign in for this workshop during the meeting. You

are kindly requested to bring your test-result (your personal figure drawn within the learning cycle) to the workshop!

Workshop 6: *Developments and Bottlenecks in the Application of Physical Technique (Dutch/English)*
Sander Huijding & Hans Fleury

Sander Huijding is a nurse and is working as a Care-Coordinator in one of the acute wards of Psychomedisch Centrum Parnassia in The Hague (Psychiatry). Next to this he is trainer in the management of Aggression within his institute. Sander is also a State-approved Judo and Jiu-Jitsu teacher and teaches this weekly.

Hans Fleury, M.Sc., is trainer, tutor and director of CONNECTING, also member of the ENTMA. He has a long-standing experience as a Psychiatric and Community Nurse at different acute and high security wards in psychiatry and at crisis departments. Besides he is a Gestalt-psychotherapist and has a background in Aikido. Hans was educated 15 years ago as a trainer in Control & Restraint and has been searching since then for developments in the field of the management of Aggression, among which method- and attitude-development and innovation like development and innovation in physical technique that does justice to the perspective of Care, brings the least damage to the working relation and contains contact and communication with the patient. In this workshop it is possible to ask questions, demonstrate and/or try (new) techniques and new insights or experienced bottlenecks. Everyone's contribution is welcome as long as a respectful attitude of the attendants towards different styles of working is being met. This workshop will be offered twice.

Workshop 7: *The Use of Mechanical Restraint in the UK Revised? (English)*
Ted Foulger & Andy Morley

Ted Foulger is Pamova Manager, Trainer and Lead Tutor at the NorthWarwickshire Primary Care Trust in the United Kingdom and Andy Morley was his tutor. Pamova stands for **P**revention, **A**ssessment & **M**anagement **O**f **V**iolence & **A**ggression (Cymru General Services Ltd). This organisation is specialised in the field of conflict management and staff development. The Pamova-training-programme for staff holds a broad range of professional skills including de-escalation training, breakaway training and control & restraint training. The PAMOVA Cymru services cover Anger Management Training, Conflict Management Training, Personal Safety Training, Management of Aggression and Conflict Management Resolution.

During this workshop Ted and Andy will inform the attendants about the content, duration and goal of the 'Pamova trainings'. At the same time they will involve the attendants into an interactive discussion on the pros and cons of mechanical restraint-techniques with the help of pictures of all sorts of mechanical restraint-techniques. At the end a newly developed safe and therapeutic method for mechanical restraint will be demonstrated.

This workshop will be offered twice.

Workshop 8: *The Influence of Addiction on Autonomy and Behaviour; Looking at Aggression Related to Addiction-Diseases (Dutch)*
Sonja Kusters

Sonja Kusters is since several years trainer in the management of Aggression. She is also member of the ENTMA. In her work in forensic psychiatry and addiction-(drug-related)-psychiatry she focussed on the aggression of addicted patients.

Earlier research pointed out already that aggression is, comparatively speaking, often part of the conduct of addicted persons. How can this be explained? And what kind of interventions could be helpful? This workshop will initiate to have a closer or renewed look at addiction and behaviour.

This workshop will be offered once.

Workshop 9: *Intercultural Communication and the Meaning of Cultural Differences in Conflict- and Aggression Management (Dutch)*
Prof. Dr. David Pinto

Prof. Dr. David Pinto took his doctoral degree (Ph.D) in 1993 in Psychological, Pedagogical- and Sociological Sciences (PPSW) and was nominated in 1998 as a professor in Intercultural Communication at the University of Amsterdam and at the Bar-Ilan University in Israel.

He has elaborate managerial experience and is since 1982 director of the Intercultural Institute (ICI) in Amsterdam, an independent expert-centre for (Intercultural) Communication, Organization, Conflict-Knowledge and -Management. Starting point of this Institute is that a more effective communication can take place between people with different backgrounds, as they are better informed about each others codes of behaviour and communication. David wrote several books on this topic.

He was the initiator of the 'naturalization-contracts' in the Netherlands and the concept that migrants are being 'cuddled to death'. He developed a theory on differences between people, that is applicable in a broad sense. In addition to this he developed a method how to cope with social, religious, cultural and individual differences, while retaining everyone's individuality.

In this workshop David will emphasize in an interactive way the meaning and interest of effective communication at cultural differences (diversity) within the framework of Conflict- and Aggression-management.

(10) *Trainers Market*

After many requests, this year - on Monday in 3 rooms, on Tuesday in 1 room - there will be offered some space for networking with colleague trainers from the Netherlands or from abroad on the different ways and styles the training in the Management of Aggression is being developed and implemented in one's own Institute. Experiences, wishes, ideas and perceptions can be exchanged with colleague trainers in related or other fields of Mental Health and Education. This trainers market will take place twice.