

***“Very useful. Feel more confident that I will be able to deal more effectively with situations.”***



**Disrespectful behaviour?**



**Is it all about to kick off?**



**Unwanted Visitors?**

MAX were asked to develop a “Handling Learners Assertively” course at Burton College in 2009 to improve the confidence of staff around the college campus and in classrooms & workshops.

We developed an 80 minute version as requested to fit their INSET timetable and delivered 4 sessions in one day. Training was so well received that it was made mandatory for staff.

Staff become immediately more confident because of the care we take in listening to their concerns and how we are very supportive in providing them with practical skills & strategies to deal with a wide range of situations.



We have since developed other tailored options at academies, schools, PRUs and universities around the country to meet the varying needs of catering, bar staff, finance and administration, security and housekeeping including:

- Talks on Awareness, Physical Intervention and Personal Safety
- Ofsted Inspection Modules
- 2 hr Workshops — Experiential, Self-Protection & Lone Worker
- Half- and full-day Education Conflict Workshops & Qualifications
- Physical Intervention courses with or without BTEC qualifications
- Security Policy & Search Processes - Assessment & Re-design
- Parents/Carer/Guardian Conflict