



J3MS Consulting Ltd

ACE & TRAUMA INFORMED TRAINING

Available
Online

Providers of
accredited specialist
& bespoke training



Jan 2024



Who are we?

J3MS Consulting Ltd have expert skills to transform your organisation. Using a proven public health approach (evaluated, evidence based), we will help you to shape the way you work and capitalise on the benefits you will realise by adopting a trauma informed approach to delivery of your functions and services.

We bring the experts into your organisation rather than you having to outsource your work. We work with you to deliver sustainable and proven change.

We have experience of working with police, criminal justice, schools, health, local government, charities and other service providers transforming organisations (and more importantly people) into trauma informed practitioners. The J3MS Consulting team offers a range of interdisciplinary expertise, operational skills and knowledge, as well as a wealth of public health and research ability.

We have delivered bespoke training sessions to more than 500+ Safer Schools and Youth Engagement Officers of the Metropolitan Police Service and have been commissioned by Jersey's Children's Commissioner to assist in developing a child friendly criminal justice system underpinned by a strong child's rights approach. We have also trained a further 2500 individuals in various roles including utility companies, substance misuse staff, police, health professionals, local government officers, faith leaders and third sector colleagues. Our training is also suitable for members of the public and we have been commissioned to design and deliver bespoke trauma informed and resilient communities training.

Why J3MS Consulting Ltd?

Our CPD accredited training products are tried and tested. We have evaluated the impact of our training and the increase in learning and understanding has been fantastic.

"Brilliant training session thanks for passing on your expert knowledge to me and which will help me become a better Police officer"

“ One of best training days I have done in 32 years! ”

Our team includes a unique combination of strategic, operational and academic knowledge concerning trauma informed approaches, public health approaches to reducing violence and protecting vulnerable people, early intervention, prevention and also implementation of a whole system approach to being trauma informed. We have extensive experience of working with stakeholders including Local Authorities, NHS, Housing, Children's Services, Police Forces, OPCCs and the Voluntary and Community Sector.

We hope our range of accredited training is of interest to you.

Best wishes,

**Sally Rivers
Director**

**Jo Ramessur-Williams
Director**



Course List

Generic Courses:

1. An Introduction to Adverse Childhood Experiences (ACEs), Resilience and Protective Factors (short course)
2. An Introduction to Adverse Childhood Experiences (ACEs) and becoming Trauma Informed (TI) (with a range of bespoke elements to suit, including TI Communities, TI Leadership, TI Organisations)
3. An Introduction to ACEs, Children's Rights (UNCRC) and becoming Trauma Informed
4. Building Resilient People

Specialist courses:

1. An Introduction to Adverse Childhood Experiences (ACEs) and becoming Trauma Informed when working with **Frequent Attenders**
2. An Introduction to taking a Trauma Informed Approach in the **Emergency Department**
3. An introduction to Adverse Childhood Experiences (ACEs) and taking a Trauma Informed Approach for **mental health professionals**
4. An Introduction to Trauma Informed **Business Continuity** and **Crisis Management**
5. An Introduction to taking a Trauma Informed Approach to **Crisis Management** and **Business Continuity** for **Managers** and **Strategic Leaders** (short course)
6. An Introduction to Adverse Childhood Experiences, Resilience and Protective Factors and applying a Trauma informed approach in an **education setting** (short course)
7. Introduction to becoming **Trauma Informed & Mental Health First Aid refresher training** (short course)
8. **Train the Trainer 3 day course** - available for all above courses

AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES (ACES), RESILIENCE AND PROTECTIVE FACTORS (SHORT COURSE)

Half day (3.5 hour) course

This course is fully CPD accredited

Course description:

This half-day introduction to Adverse Childhood Experiences (ACEs) resilience and protective factors module is aimed at anyone who works with the public. Anyone in customer care, children's services, adult services or any other public facing role or activity.

This introductory level of training uses the strong ACE evidence base to explore why people who may have experienced ACEs may behave in certain ways.

The session also explores what can be done to mitigate the impact of ACEs and specifically the role of resilience and protective factors.

Who is it for?

This training is suitable for anyone at any level working in public facing services as well as those who engage with these services. If you are interested in people and why some people act in certain ways, then this is a great introduction.

What CPD said about the course:

"A comprehensive course that should be of good learning value to the delegates."

Training objectives:

Attending this course delegates will attain:

- A broad understanding of trauma caused by Adverse Childhood Experiences (ACEs) and its impact across the life course.
- An understanding of brain development and the impact of toxic stress.
- An appreciation of what is meant by resilience and protective factors.
- Practical ways to support children and young people to regulate and manage their own behaviour.

How it will make a difference to you:

Given the prevalence of ACEs within the general population and the growing body of global research which underpins it, this course will add value to anyone who works with people in any capacity.

This course will enable them to understand what ACEs are, how this adversity can impact on neuro-development and how this can then impact on individuals' behaviour across their life course as well as their capacity to learn and their propensity for risk taking.

It explains with evidence the importance of resilience and protective factors and how these can be developed and can offset the impact of ACEs.



AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES (ACES) AND BECOMING TRAUMA INFORMED (WITH BESPOKE ELEMENTS)

One day or one and a half day course
This course is fully CPD accredited.

Course description:

This introduction to Adverse Childhood Experiences (ACEs) & becoming trauma informed module can be tailored to your specific discipline. For example, policing, homelessness, care sector, housing providers, criminal justice, environmental health, teaching, social services, ambulance services, GPs, and CVSE sector to name just a few.

This introductory level / skilled level of training uses the strong ACE evidence base and trauma informed principles to explore why people who may have experienced ACEs may present frequently to services, why they behave in the way they do, the impact of ACEs on neurological development and provides participants the opportunity to problem solve using a **bespoke** trauma informed response.

Who is it for?

This training is suitable for all staff in front-line statutory and non-statutory roles and is ideal when used in a multi-agency group. Shared learning and understanding has been proven to increase the impact of this type of training.

"I learnt a lot from the training that I can put into practise. Very informative."

Feedback from Metropolitan Police Service Officer

Training objectives:

Undertaking this course will enable delegates to develop:

- A broad understanding of trauma caused by Adverse Childhood Experiences (ACEs) and its impact across the life course.
- An understanding of brain development and the impact of toxic stress.
- An appreciation of what is meant by taking a Trauma Informed Approach with bespoke practical skills to show you what you can do.
- Greater understanding of how contextual safeguarding fits with being trauma informed.

How it will make a difference to you:

The training is focused on being trauma informed and responsive. It is about enhancing professional curiosity and looking beyond behaviour exhibited and seeing it in the context of toxic stress linked to ACEs, understanding how resilience and protective factors can mitigate the impact and help change an individual's trajectory.

It also gives the learner skills to know how to de-escalate matters, including using transactional analysis, use of language, grounding techniques and increasing understanding of what support and signposting is available for vulnerable people.

Self-care is a golden thread that runs through the whole day.

See below for details of the bespoke elements available.



AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES (ACES) AND BECOMING TRAUMA INFORMED (WITH BESPOKE ELEMENTS) CONTINUED

Examples of Bespoke Elements:

Each of the bespoke elements below will add a further half day to the existing full day training and certificates are only provided if delegates attend the entire course.

Whilst each of our training commissions is based on the global and evolving evidence available for the ACEs and becoming trauma informed and the evidence is what the evidence is... We understand the need for our product to be bespoke to get not only the best learning outcomes for delegates, but to ensure that each learner can immediately see how this training can be immediately applied.

This ensures excellent value for money.

By working with each individual commissioner, we ensure that the training product we design, deliver and evaluate is bespoke to you. This means we:

- Reference your organisational priorities, aims and objectives within the subject matter so learners can have context and see why this is important to your organisation
- Environmentally scan the global research base to identify and include sector specific research and evidence to ensure that the information shared in the training can be immediately understood by and has relevance to your specific learning cohort
- Use sector specific examples when demonstrating how ACEs and trauma can manifest in each specific organisational context
- Collaborate with subject matter experts within your organisation to develop a sector specific case study or role play to maximise learning and understanding
- Highlight existing organisational wellbeing and support pathways for staff to access should they need it



Further bespoke subjects:

Refresher training
Having confident conversations
Conflict management
The importance of self care
Professional curiosity
Unconscious bias
Imposter syndrome

AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES, CHILDREN'S RIGHTS (UNCRC) AND BECOMING TRAUMA INFORMED

One day course from 09.30hrs- 16.30hrs
This course is fully CPD accredited.

Course description:

This full day introduction to Adverse Childhood Experiences (ACEs), Children's Rights & becoming trauma informed training is ideal for **anyone who works with children and young people.** The link between ACEs, taking a trauma informed approach and children's rights is undeniable.

The United Nations Convention on the Rights of the Child (UNCRC) is a legally-binding international agreement setting out the civil, political, economic, social and cultural rights of every child, regardless of their race, religion or abilities. It was designed specifically to meet the needs of children, recognising that whilst children have all of the rights in other international human rights treaties, there are additional rights which only children need.

The UNCRC consists of 54 articles that set out children's rights and how governments should work together to make them available to all children. Under the terms of the convention, governments are required to meet children's basic needs and help them reach their full potential. This training explores the UNCRC articles and clearly triangulates the important overlap between ACEs, taking a trauma informed approach and children's rights.

Who is it for?

This training is suitable for all staff who engage with children and young people and is ideal when used in a multi-agency group. Shared learning and understanding has been proven to increase the impact of this type of training.

Training objectives:

- A broad understanding of trauma caused by Adverse Childhood Experiences (ACEs) and its impact across the life course.
- An understanding of brain development and the impact of toxic stress.
- An understanding of the United Nations Convention on the Rights of the Child (UNCRC) and their links to being ACE aware and trauma informed
- An appreciation of what is meant by taking a Trauma Informed Approach with bespoke practical skills to show you what you can do.

How it will make a difference to you:

The training is focused on the rights of the child and being confident in taking a trauma informed response. It is about recognising the links between ACEs, UNCRC articles and understanding how resilience and protective factors can mitigate the impact of adversity and help change an individual's trajectory. It also gives the learner practical skills to respond in a trauma informed way and promote resilience and self-regulation.

As with all of our training courses, self-care is a golden thread that runs through the whole day.

BUILDING RESILIENT PEOPLE

Half day (3.5 hrs) or full day (6.5 hrs)
This course is fully CPD accredited.

Course description:

This introduction to building resilient people is aimed at anyone who works with the public in a paid or voluntary capacity. This introductory level of training uses the global Adverse Childhood Experience (ACEs) evidence base to explore why people who may have experienced ACEs may behave in certain ways and then links this into why wellbeing is important in the workplace along with how individuals can recognise and develop their own resilience and protective factors. The full day version provides an opportunity to practice the skills learnt through role play / case studies and group discussions.

Who is it for?

This training is suitable for anyone at any level working in public facing services as well as those who engage with these services. If you are interested in people and why some people act in certain ways, then this is a great introduction.

Training objectives:

- A broad understanding of trauma caused by Adverse Childhood Experiences (ACEs), the impact of this on neuro development, toxic stress and its impact across the life course of an individual.
- An understanding of what workplace wellbeing and why it is important.
- An appreciation of what is meant by personal and career resilience.
- Practical ways to develop an individuals own personal resilience and protective factors.

How it will make a difference to you:

Having a workplace which positively recognises, promotes and supports the benefits of wellbeing and resilience in its workforce has never been more important. It is not an optional extra – it is a core component of a forward thinking , staff focused organisation.

Empowering an individual to maximise their resilience enables them to not just survive in the face of adversity, but to positively thrive which is good for them and their wellbeing as well as the organisation as a whole.

It explores what workplace mental wellbeing is and how this can be supported in the workplace. Finally, it enables and empowers learners to explore their own resilience and protective factors, recognising their strengths and considering how these can be applied operationally.

The full day course allows learners to explore more practical examples.

Wellbeing and resilience training

- Wellbeing and self-care – why this is important
- Understanding the impact of trauma on brain development, behaviour and responses to threat
- Understanding Adverse Childhood Experiences, their link to health harming behaviours and their impact on life outcomes
- Understanding different types of trauma including secondary and vicarious trauma, burnout and compassion fatigue and the impact of toxic stress on the brain
- Understanding the connection between mental health and wellbeing and health harming behaviour and activities
- What is wellbeing and resilience
- Building resilience through positive coping strategies and self-care
- De-escalating and grounding techniques – staying calm in times of crisis
- Promoting own wellbeing and staying well.
- How to support others experiencing challenges and dispelling workplace stigma
- What help is available and how to access it

wellbeing

AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES (ACES) AND BECOMING TRAUMA INFORMED WHEN WORKING WITH FREQUENT ATTENDERS

**One day course from 09.30hrs- 16.30hrs
This course is fully CPD accredited.**

Course description:

This full day introduction to Adverse Childhood Experiences (ACEs) & becoming trauma informed when working with frequent attenders module is aimed at primary care and front-line staff from ambulance services, GPs, practice nurses, Emergency Departments, social prescribers and 3rd sector.

This introductory level of training uses the strong ACE evidence base and trauma informed principles to explore why people who may have experienced ACEs may present frequently to services, why they behave in the way they do, the impact of ACEs on neurological development and provides participants the opportunity to problem solve using a trauma informed approach.

Who is it for?

This training is suitable for front-line statutory and non-statutory staff from both a primary and secondary care setting from multiple agencies including non clinical staff such as receptionists, social prescribers and community connectors as well as those who work within the charity and volunteer sector.

What CPD said about the course:

"An informative, well-structured presentation with learning and CPD value for intended audience."

Training objectives:

Undertaking this course will enable delegates to develop:

- A broad understanding of trauma caused by Adverse Childhood Experiences (ACEs) and its impact across the life course.
- An understanding of brain development and the impact of toxic stress.
- An appreciation of what is meant by the taking of a Trauma Informed Approach with practical skills to show you how to use it.
- Greater understanding of how this knowledge can be applied operationally to work with frequent attenders.

How it will make a difference to you:

Attending this course will provide delegates a deeper awareness of understanding of why people who have been exposed to ACEs may gravitate towards core services and, thus become high intensity or frequent users of these services. As importantly, delegates will identify how they can contribute and empower those individuals building resilience and protective factors which can offset the impact of ACEs. The course will also enable delegates to understand what a trauma informed approach is, why is this of benefit to not only a client group but is of benefit to the delegates themselves both professionally and personally as well as providing opportunities to operationally apply the global evidence base about ACEs and taking a trauma informed approach to current practice to positively impact on their client base.

AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES (ACES) AND TAKING A TRAUMA INFORMED APPROACH FOR MENTAL HEALTH PROFESSIONALS

One day course from 09.30hrs- 16.30hrs
This course is fully CPD accredited.

Course description:

This training course is designed for those working within the mental health sector either in an inpatient or community setting and for both statutory or 3rd sector staff.

Using the global ACE evidence base & trauma informed principles, we explain the impact of ACEs on neurological development & subsequent behaviour to provide an evidence based understanding for participants.

We use a trauma informed lens to explore the specific challenges of working within this rewarding sector & look at practically applying a trauma informed approach to staff & clients alike.

Who is it for?

This course is aimed at all staff who are working within the mental health arena whether that is within a community or inpatient setting and would benefit both clinical and community support, volunteer, peer support and charity staff alike.

How it will make a difference to you:

Delegates will improve their knowledge and understanding of what ACEs are, the impact on neuro-development and ability to learn. They will get an appreciation of the importance and value of resilience and protective factors.

The course will enable delegates to understand what a trauma informed approach is and be able to operationally apply this to their work. The course will also examine trauma and stress risks which are specific to staff working within this rewarding but often challenging environment and enable them to understand what a trauma informed approach could look like. The course will explore the benefits of applying this approach both to those working within this important business area as well as the clients they support, thus minimising the risk of any further re-traumatisation and achieving the best possible outcome.

Training objectives:

- To raise awareness of the impact of trauma on responses of individuals and understand the brain science
- To recognise the impact of stress and trauma on mental health professionals
- To develop awareness of signs and symptoms of burnout and secondary traumatic stress including compassion fatigue along with coping mechanisms
- To develop an understanding of what a trauma informed approach could be for mental health professionals

AN INTRODUCTION TO TAKING A TRAUMA INFORMED APPROACH IN THE EMERGENCY DEPARTMENT

One day course from 09.30hrs- 16.30hrs
This course is fully CPD accredited.

Course description:

An introduction to taking a trauma informed approach to the emergency department (ED) : trauma and the impact of trauma on individuals behaviour and response is never more obvious than during a medical emergency.

Awareness of different types of adversity and trauma on people, the impact on brain development and how this can manifest into behaviour in an ED has never been more important.

This full day training module explores how taking a trauma informed approach to ED staff and ED work can benefit individuals, patients, families and the organisation, helping staff to navigate and thrive in this stressful environment.

Who is it for?

This training course is for all staff who work within the Emergency Department setting and should take a whole team approach including non-clinical staff such as receptionists and volunteers as well as medical and nursing staff.

"This is a thorough and informative course that should be of good learning value to the target audience."

Review by CPD Assessor

Training objectives

Undertaking this course will:

- Raise awareness of the impact of trauma on responses of individuals and understand the brain science.
- Recognise the impact of stress on emergency department staff.
- Develop awareness of signs and symptoms of people not coping with ACEs/trauma and stress.
- Develop an understanding of what a trauma informed approach could be within an emergency department setting.

How it will make a difference to you:

Provides those who work within an ED with a solid evidence base about ACEs and different types of trauma people may experience.

It will empower participants so they are able to develop sustainable trauma informed strategies to enable them to work effectively in this challenging environment whilst protecting their own wellbeing.

It explores neuro-development in those exposed to trauma and offers evidence based explanations as to why they may behave in specific ways when at the ED and how to respond without re-traumatising individuals at a time of extreme crisis.

We learn what a trauma informed approach is and how this can be applied in an emergency setting for the benefits of patients, their families and loved ones, staff and volunteers who work in that setting



AN INTRODUCTION TO TRAUMA INFORMED BUSINESS CONTINUITY AND CRISIS MANAGEMENT

One day course from 09.30hrs- 16.30hrs

This course is fully CPD accredited.

Course description:

Key to achieving both individual and organisational resilience is the need for a 'people aspects' approach. Failure to invest in your people could be damaging to both the individual and organisation in terms of staff wellbeing and welfare, retention, effectiveness and organisational reputation.

This one day course will enable attendees to understand different types of trauma, the impact on brain development and subsequent behaviour and adopt a trauma informed approach to both individuals they are dealing with and to help protect themselves.

Who is it for?

This course has been designed for managers and front line emergency responders responsible for the management and coordination of the response to a crisis situation including managing staff OR the operational delivery, recovery and resumption of normality.

This includes police, fire and rescue, ambulance, local authority such as environmental health and enforcement teams, transport providers and non statutory services e.g. volunteers, charitable organisations as well as any other organisations represented at the Local Resilience Forum.

Training objectives:

- Raise awareness of the impact of trauma on responses of individuals and understand the brain science
- Recognise the impact of stress on emergency response workers.
- Develop awareness of signs and symptoms of people not coping with ACEs/trauma and stress
- Develop an understanding of what a trauma informed approach could be for children, young people, adults and emergency response workers before, during and after an emergency situation

How it will make a difference to you:

You will explore the evidence that underpins Adverse Childhood Experiences and recognise types of trauma and how these may impact on the community in terms of behaviour and response.

This will offer an explanation as to how and why people react in the way they do in moments of crisis and enable you to identify coping strategies to address these issues when responding to a crisis.

The course allows front-line responders to recognise some of these traits within themselves and appreciate why this is normal and how to develop a sustainable coping strategy.

Applying a trauma informed response will enable you to respond effectively and efficiently, whilst remaining well and protecting your wellbeing during a time of crisis and business continuity.



HM Government

Emergency Response and Recovery

*Non statutory guidance accompanying the
Civil Contingencies Act 2004*



AN INTRODUCTION TO TAKING A TRAUMA INFORMED APPROACH TO CRISIS MANAGEMENT AND BUSINESS CONTINUITY FOR MANAGERS AND STRATEGIC LEADERS

Half-day course (3 hours)

This course is fully CPD accredited.

Course description:

Business continuity (BC) & crisis management programmes identify & support organisational priorities, prepare solutions to address threats & proactively build organisational capability to ensure business continuity in the event of disruption. Effective BC programmes enhance organisational resilience & enables organisations to survive & prosper. Fundamental to this is ensuring a 'peoples' aspect' to any programme. This 3-hour module introduces different types of trauma, associated behaviour & explains how applying a trauma informed approach can enhance strategic organisational resilience and effectiveness..

Who is it for?

Senior strategic leaders and managers who have responsibility for business continuity, crisis management or emergency planning including those who work within criminal justice, other emergency services, local authorities, transport services charities and education amongst others.

PD ISO/TS 22330:2018



Security and resilience. Business continuity management systems. Guidelines for people aspects of business continuity

bsi.

...making excellence a habit™

Training objectives:

- To increase awareness of the impact of trauma on responses of individuals and understand the brain science
- To recognise the impact of stress on emergency response workers
- To develop an awareness of what a trauma informed approach means and how this can be applied
- To understand the strategic benefits of taking a trauma informed approach to crisis management and business continuity

How it will make a difference to you:

Delegates will have an understanding of the impact of Adverse Childhood Experiences and trauma on neuro-development and the behaviour of individuals. This will enable them to recognise how people respond when confronted with crisis situations.

This will enable leaders to formulate, adopt and adapt their strategic priorities and plans accordingly applying a trauma informed lens to ensure that tactical and operational responses do not re-traumatise individuals.

This course will put your people at the heart of a trauma informed response. Maintaining staff effectiveness, welfare, wellbeing and resilience during the crisis response, recovery phase and the move to the new normality.



AN INTRODUCTION TO ADVERSE CHILDHOOD EXPERIENCES, RESILIENCE AND PROTECTIVE FACTORS AND APPLYING A TRAUMA INFORMED APPROACH IN AN EDUCATION SETTING

Half-day course (3 hours)

This course is fully CPD accredited.

Course description:

This training uses the strong ACE evidence base and trauma informed principles to explore what ACEs are, the impact on neuro-development and why children and young people who are exposed to ACEs without any protective or resilience factors find difficulty in learning. The course explores what the core components of a trauma informed approach are within an education setting and how to operationally apply these to support and empower children, young people, parents and carers as well as staff.

Who is it for?

This training is suitable for teaching staff, administrators, volunteers, school governors, school liaison officers and anyone who works with children and young people in an educational setting whether that is in a pre-school, primary, secondary or further education/college environments. It will also benefit any education type of facility ranging from comprehensive school, academies, independent schools, faith schools to pupil referral units.

“ I feel inspired and better equipped to make changes for our young children ”
Delegate London training session

Training objectives - to provide:

- A broad understanding of trauma caused by Adverse Childhood Experiences (ACEs) and its impact across the life course.
- An understanding of brain development and the impact of toxic stress.
- An appreciation of what is meant by resilience and protective factors.
- Practical ways to support children and young people to regulate and manage their own behaviour.
- An introduction to trauma informed schools.

How it will make a difference to you:

Delegates will have an evidence based explanation of what ACEs are, how they can impact on brain development, why this can make learning more difficult for children.

Learn that behaviour is a form of communication and a symptom of an issue and not the root cause, what you can do to empower children and young people to recognise and regulate their own emotions and behaviour.

Discover how you can be a trauma informed school and what this actually means in practice to children, young people, parents, carers and staff.



AN INTRODUCTION TO BECOMING TRAUMA INFORMED & MENTAL HEALTH FIRST AID (MHFA) REFRESHER TRAINING

Half-day course (3 hours)

This course is fully CPD accredited.

Course description:

This 3-hour Introduction to becoming trauma informed & mental health first aid (MHFA) refresher training is designed for those who have previously received MHFA training who wish to expand their knowledge & practice these skills in a safe learning environment.

Using global evidence, we explore the impact of adversity & trauma on neurological development, subsequent behaviour & the links to mental health.

Who is it for?

This training is suitable for all MHFA trained staff who wish to practice and develop their knowledge & develop trauma informed communication skills in a safe environment. They will also expand their knowledge and understanding of what a trauma informed approach is in a MFHA context.

Training objectives - to provide:

- Increased understanding and awareness of the prevalence of Adverse Childhood Experiences (ACEs), the impact of ACEs across the life course of an individual, how this influences behaviour and the impact on mental health
- Awareness of toxic stress, compassion fatigue and burnout with the ability to recognise the contributory factors, signs and symptoms
- Increased understanding of what trauma is, different types of trauma people can experience, how trauma can manifest in the workplace and how to support people
- Understanding of what a trauma informed approach is, why this can enhance the work MFHAs do and provide a number of practice sessions to enhance existing MHFA & communication skills in a safe environment

How it will make a difference to you:

Delegates will have an opportunity to experience several supported and fully debriefed role play scenarios to practice key aspects of the MFHA role in a trauma informed way.

The training includes learning around confident conversations, trauma informed communication, models of bereavement & change along with coping strategies & self-care.

Fabulous Jo and Sally. I was a bit daunted and nervous beforehand. The content and delivery were excellent. So useful. Thank you very very much

Delegate Scottish Water training session



TRAIN THE TRAINER 3 DAY COURSE

3 full (consecutive) days course

CPD accreditation pending.

Course description:

This train the trainer course will allow delegates to learn how to deliver one of our generic or bespoke training sessions.

On completion, trainers will be provided with the knowledge, experience, permissions and materials to deliver the specific course.

Who is it for?

This module is suitable for anyone with or without previous training experience. There will be a need for some pre-reading and evening work on day one and two of the course.

This course is ideal for those who want to establish a sustainable training process within their organisation.

Delegates will cover the basics of learning psychology and how they can work with this to deliver the course content.

Training objectives:

- To develop participants' training delivery skills and techniques including the psychology of learning
- To develop participants' knowledge and understanding of Adverse Childhood Experiences (ACEs)
- To develop participants' knowledge and understanding of trauma and what is meant by taking a trauma informed approach
- To ensure participants are confident in the above to be able to effectively deliver the relevant training session

How it will make a difference to you:

The Train the Trainer solution will enable organisations to expand the knowledge and understanding of their staff in a cost effective and manageable way.

The training product taught can be modified to reflect the specific commissioning organisation and the context in which they work.

This training and cascade model is also suitable for providing a sustainable solution for those seeking to develop Trauma Informed Communities.

DAY 1	DAY 2	DAY 3
<p>Welcome & Introductions</p> <p>Overview of aims and course structure</p> <p>Course Content</p> <p>Condensed version of the ACE Awareness and becoming Trauma Informed Course - delivered by trainers</p> <p>Core Training Skills (Part 1)</p> <ol style="list-style-type: none">1. Getting your participants ready to learn2. Presentation skills3. Facilitation skills	<p>Core Training Skills (Part 2)</p> <ol style="list-style-type: none">4. Class management5. How to manage questions and queries you can't answer. <p>Quiz - Test of ACEs knowledge (Homework 1 session)</p> <p>Morning Session Delivery</p> <p>Detailed walk through of the AM session</p> <p>Afternoon Session Delivery</p> <p>Detailed walk through of PM session</p>	<p>Recap of key elements</p> <p>Presentation Practice</p> <p>Delivery of morning session by participants</p> <p>Feedback and self reflection</p> <p>Presentation Practice</p> <p>Delivery of afternoon session by participants</p> <p>Feedback and self reflection</p> <p>Summary and Q&A session</p>



DELEGATE NUMBERS AND OUTLINE COSTS FOR FACE TO FACE AND ONLINE TRAINING

Cost and number of delegates:

The cost of each **full day face to face** CPD accredited training session is **from £150 (+VAT)* per delegate** with the provision of CPD certification of attendance and a digital resource as an aide memoir.

Half-day face to face and online CPD accredited sessions are available **from £80 (+VAT)* per delegate** and includes the provision of CPD certification of attendance and a digital resource as an aide memoir.

Train the Trainer Courses are limited to a maximum of 8 delegates per session. They are designed to ensure that the delegates are provided with a range of skills and knowledge but rely on the individual completing the additional reading that will be specified for each bespoke topic. **Please contact us for further details and for costs.**

We are open to negotiation and will apply a discount when a series of 10 or more training sessions are commissioned at the same time.

Our face to face training sessions can accommodate a maximum of 20 delegates per session depending on room size.

Our online courses can accommodate from 10 delegates up to 25 delegates depending on the course.

*Minimum numbers apply also venue hire and refreshments are not included in the training cost.

J3MS Consulting Ltd fully support training being delivered to multi agency audiences and actively encourage local and regional collaboration training commissions.

**Contact us: contact@j3msconsulting.co.uk
07773670240**



STANDARD TERMS AND CONDITIONS

Any training product or service offered by J3MS Consulting Ltd will be conducted, without exception, in accordance with these terms and conditions and any booking will be considered as an acceptance of these terms and conditions.

1. Definitions

The term Service Provider means J3MS Consulting Ltd, their agent or representative. Client means the organisation booking and/or paying for the services. Delegate means a person attending (whether in person or virtually) the training course, assessment or seminar.

2. Bookings

Bookings and any enquiries must be directed to J3MS Consulting Ltd published office, or their appointed agent or representative (the identity of which will be advised to the client). Bookings must be confirmed in writing by the client and will be considered as confirmed upon receipt of such notification. The service provider will accept provisional bookings and hold them for a maximum of 14 days, but will incur no liability in respect of them. Either the service provider or the client may cancel such a booking until they are confirmed in the manner described above. If the client does not cancel a provisional booking within the 14 day provisional period, it will be converted into a firm booking and incur cancellation costs as per the schedule in paragraph 4 below.

3. Notification of Delegates

The maximum number of delegates will be specified at the time the booking and confirmed in writing. This number cannot be increased by the client without the approval of the service provider.

4. Cancellations

All confirmed bookings that are cancelled by the client will carry a 10% cancellation fee to cover administration costs and if the training is cancelled within the below timescales then the following fee schedule will apply:

Within 28 days of the course commencement = 50% of the full fee.

Within 14 days of the course commencement = 75% of the full fee.

Within 7 days of the course commencement = 100% of the full fee.

If the Service Provider is notified of a cancellation within the cancellation period(s) shown above, it will be at the discretion of the service provider whether the training course or service can be reallocated, although the service provider will endeavour to accommodate a request for an alternative date. The original booking will remain subject to the standard cancellation rules set out above.

5. Charges & Payment

The prices charged by the service provider are decided upon in line with the period of training provided, the number of delegates and other factors. All prices exclude VAT.

These charges will be notified at the time of booking. Clients will be invoiced by the service provider direct and should complete payment within 30 days of the date of the invoice to the address shown on the invoice or a penalty charge will be incurred by the client. The penalty for late payment will be at 5% above the current standard Bank of England interest rate per month or any part thereof.

6. Training Venues, Travelling, Accommodation & Subsistence

All quotations for training or other services will specify all costs of the trainers travel, accommodation and subsistence. Unless agreed by the service provider, all training venues will be secured and paid for by the client. The service provider will specify the type, size and layout of the training at the time of booking. All meals and refreshments for both delegates and trainers will be provided by the client for the period of all training provided.

7. Equipment & Belongings

The service provider will not accept liability for loss or damage to any equipment or other belongings, however caused. Delegates are responsible for the safekeeping and appropriate use of items loaned to them. Damage or loss of such items will be charged to the client.

TERMS AND CONDITIONS CONTINUED

8. Health & Safety

The service provider will take reasonable steps in relation to the health and safety of the service provider and/or delegates; however the responsibility for health and safety issues remains with the client throughout.

9. Confidentiality.

The client and delegates will keep secure and not disclose any information of a confidential nature obtained by reason of the training received except information which is already in the public domain. The provisions of this section shall apply during the continuance of this agreement and indefinitely thereafter.

10. Delegate Behaviour

The service provider reserves the right, at its sole discretion, to dismiss any delegate from the training course or seminar on the grounds of misconduct or upon failure of any mandatory section of a course.

11. Force Majeure

The provision of training may be totally or partially suspended by the service provider to the extent that delivery is prevented through any circumstances beyond its control. The service provider will endeavour to rearrange the training where this is possible, however if changes or cancellations are made by the client, the cancellation schedule in section 4 will apply.

12. Intellectual Property Rights

The service provider retains its intellectual property rights in all of its materials, documents and/or software, none of which may be reproduced, modified, amended, stored in any retrieval system or transmitted, in any form or by any means, otherwise than for the purpose specified by the service provider. The material described above remains with the service provider and may not be used by the client, delegate or other party for training purposes. If the service provider becomes aware of such use then legal action may be taken to stop such activity and to seek compensation.

13. Variation

No variation of these terms will be valid unless evidenced in writing and signed by a duly authorised representative of the service provider.

J3MS Consulting Ltd is registered in England & Wales.

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J3MS Consulting Ltd

