



Community Connections Support Services
Is proud to offer an upcoming Mandt System Relational Training



The Mandt System®

Event Date: August 20 & 21

Location: 555 Fuller Ave, Kelowna BC

Time: 9:00 am to 5:00 pm

(Note: These dates are recommended for Residential Workers in the Kelowna area)

The One Day Relational Workshop

Learn and discuss Maslow's Hierarchy of Needs, with the understanding that unmet needs will lead to changes in behaviour.

It will introduce the Crisis Cycle and how to recognize where someone is (including self) on the Crisis Cycle and what actions to take at the different points on the cycle to achieve De-escalation.

It will introduce a method for recognizing and assessing what is happening in the environment.

The Relational Training is the most important aspect that Mandt teaches as the emphasis is on building trusted relationships, where an individual will feel safe and be treated with Dignity and Respect.

Through the introduced tools and the trusted relationship the support person will learn to recognize when something has changed for the supported individual so he/she may be able to prevent escalation and/or deescalate the person before crisis is reached.

As residential workers and community support or inclusion workers this workshop is strongly recommended to refresh existing skills, and develop new skills that will enhance all of your relationships both professional and personal.

The 2nd Day Technical training will be recommended by your service coordinator should the individual(s) in your home require these types of support.

Please contact you Joel Gunther service coordinator for CCSS to register by Friday August 10th, 2018:

Joel Gunther
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