

# Relational Training

## AIMS

To understand responsibilities and protocols relating Relational Training

## DURATION

Full Day Course (6 Hours)

## LEARNING OUTCOMES

By the end of this course you will:

- Know techniques for applying Person-Centred principles to understand patients
- Know what is meant by Relational Security
- Be able to implement See, Think, Act procedures in the workplace
- Recognise and minimise Patient Risks
- Recognise and minimise Environmental Risks
- Understand the Importance of Good Communication
- Implement Effective Communication Techniques
- Understand the Required Documentation

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## LESSONS AND TOPICS

### Understand Your Patient

- Person-Centred Care
- Mental Health
- Mental Health Problems

### Relational Security

- What is Relational Security?
- Key Areas
- See, Think, Act

### Patient Risks

- Patient Mix
- Patient Dynamics
- Patient Histories
- Monitoring
- Admissions
- Limits

### Environmental Risks

- The Environment
- Effects on Patients
- Recognising Problems
- Communicating
- Outside World

### Communication

- Good and Poor Communication
- Methods of Communication
- Barriers to Communication
- Active Listening

### Documentation

- Types of Documentation
- Risk Assessments
- Accurate Records
- Caldicott Principles
- Data Protection
- Defensible Documentation
- Effective Reporting



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**For more information**

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