

# Management of Actual or Potential Aggression (MAPA) Workshops

## Totara Hospice South Auckland

21 Feb 2019   1 May 2019   26 Aug 2019   6 Nov 2019

9am to 4pm

**Morning tea will be provided**

The MAPA® programme delivers comprehensive training that teaches management and intervention techniques to cope with escalating behaviour in a professional and safe manner. Following the training, you'll notice a host of positive changes in your workplace, its culture and the relationships between your staff and those they are supporting.

MAPA contains important updates and additions which bring the former NVCI training program to the cutting edge of global best practice standards.

The MAPA key learning objectives are:

1. **Identify behaviour** that indicates an escalation toward the aggressive and violent, and take appropriate measures to avoid, decelerate and/or de-escalate crisis situations.
2. **Assess the level of risk** associated with crisis behaviour and make appropriate decisions related to the management of such risks.
3. **Use suitable and acceptable verbal and physical interventions** to reduce or manage risk behaviour.
4. **Identify the impact** of crisis events and describe post-crisis responses that can be used for personal and organisational support and learning.

At the end of the training, successful participants will come away with a certificate issued by the Crisis and Prevention Institute Inc. This is valid for two years.

The workshops are taught by a Crisis Prevention Institute instructor with 9 years' experience teaching NVCI within the disability, mental health, corrections and aged care sectors.

Please complete the separate registration form and return this to [education.admin@hospice.co.nz](mailto:education.admin@hospice.co.nz) (or fax to 09 6400291) to reserve a place on one of the workshop dates