

RBDC Training

A ONE DAY CONFERENCE

When Work Relationships Break Down

**FACING THE CHALLENGES
TRANSFORMING THE CULTURE**



Thursday 1st March 2012
Holiday Inn, London Bloomsbury

Acclaim for previous RBDC Training:

Essential training for anyone concerned with the delivery of job retention work. **IAPT MANAGER, LONDON**

Plenty of ideas for improving practice.

SOUTH WEST LONDON AND ST GEORGE TRUST

As a result of this training we will be reviewing all our policies concerning mental health at work. **HR MANAGER, YORKSHIRE**

EVENT IN ASSOCIATION WITH



Conference details are correct at time of production but organisers reserve the right to alter or cancel any part of the programme due to unforeseen circumstances.

Conference Programme

CONFERENCE CHAIR

Dr Bob Grove
SENIOR ADVISER, CENTRE FOR MENTAL HEALTH

9.30am coffee and registration

9.45am **WELCOME**
opening comments and reflections to start the day

10.00am **KEYNOTE ADDRESS**
POOR MENTAL HEALTH AT WORK: CAUSES, CONSEQUENCES & SOLUTIONS
Professor Ivan Robertson
PROFESSOR OF ORGANISATIONAL PSYCHOLOGY
LEEDS UNIVERSITY BUSINESS SCHOOL AND DIRECTOR,
ROBERTSON COOPER LTD

10.20am **MEDIATION: WHY ACCEPT THE INEVITABLE? IS THERE ANOTHER WAY?**
Julian Gibson
SENIOR ADVISER AND CONCILIATOR, ACAS

10.40am **CORPORATE CULTURES WHICH ARE VISIBLY IMPROVING MENTAL HEALTH**
Linda Hoskinson
DIRECTOR FOR PEOPLE RESOLUTIONS LTD AND
CONSULTANT FOR HUMAN POTENTIAL ACCOUNTING

11.00am refreshments

11.15am **WORKSHOPS** SEE DETAILS

12.45pm lunch and networking

2.00pm **WORKSHOPS** SEE DETAILS

3.00pm refreshments

3.15pm **LIFE BEYOND THE MISSION STATEMENT**
led by Roger Butterworth
CO-ORDINATOR, LONDON AND SOUTH EAST JOB
RETENTION NETWORK AND ASSOCIATE,
CENTRE FOR MENTAL HEALTH

4.00pm close

Workshops

Morning and afternoon workshops will include:

EARLY INTERVENTION IN MANAGING CONFLICT

Ruth Shakespeare
FREELANCE CONSULTANT, MEDIATOR AND TRAINER AND CO-ORDINATOR OF STAFF COUNSELLING SERVICES, MID-YORKSHIRE NHS HOSPITALS TRUST

EFFECTIVE PARTNERSHIP WORKING WITH TRADE UNION REPS AND JOB RETENTION WORKERS

Lorraine Looker
JOB RETENTION ADVISOR AT CITY & HACKNEY MIND
& Claire Strickland
HEAD OF PHYSIOTHERAPY PRACTICE
CHARTERED SOCIETY OF PHYSIOTHERAPY

LEGAL STRATEGIES IN ADDRESSING BULLYING AND HARASSMENT

Mohini Bharania
RUSSELL JONES & WALKER,
EMPLOYMENT LAW SOLICITORS

TRAINING FOR LINE MANAGERS

Jan Hutchinson
DIRECTOR OF PROGRAMMES AND PERFORMANCE, CENTRE FOR MENTAL HEALTH

WAKING PEOPLE UP! Helping employers collect the facts which gain board attention, create strategy and secure budget

Linda Hoskinson
DIRECTOR FOR PEOPLE RESOLUTIONS LTD AND CONSULTANT FOR HUMAN POTENTIAL ACCOUNTING

BULLYING & HARASSMENT From compliance to culture

Paul Kilbourne
FREELANCE TRAINER / CONSULTANT

Who Should Attend

- **Employment Advisors and Vocational Support Workers within IAPT and Fit for Work Teams.**
- **JC+ Work Programme Advisory Services and Brokers.**
- **Occupational Therapists and other health professionals in both Primary and Secondary care.**
- **Human Resource Managers and Occupational Health Staff.**
- **Job retention workers, trade union representatives, DEAs, EAPs and all those interested in job retention and workplace conflict resolution.**



Aims and Benefits of Attending

Up and down the country, employment advisors working in mental health job retention, report that over 50% of cases involve workplace conflict. As the human reaction to excessive workplace stress is either 'flight or flight' this is not surprising.

The human and financial costs arising from these issues are immense, leading as it does to lost production, increased sickness absence, accidents, disciplinary hearings, grievances, litigation and damage to staff morale.

The resolution of these problems is probably what employers, trade union reps and job retention workers find most challenging. This conference will address these issues, bringing together examples of best practice in not only resolving conflict, but also taking measures which prevent them occurring in the first place.

RBDC
Training

About RBDC Training

RBDC training is run by Roger Butterworth and Dave Costello who have been working in mental health and job retention services for over 20 years.

Roger and Dave run successful Two Day **Job Retention Courses** up and down England, from Kent to Newcastle, as well as in Wales, Scotland and Northern Ireland.

Roger, programme manager for this event, has also helped create and co-ordinate regional networks to support organisations delivering this Service. Out of these networks meetings he has produced documents such as the **What ifs of Job Retention** which provides solutions for complex problems experienced by practitioners in this challenging line of work and also **The Principles and Practice of Job Retention**.

Roger, together with Dave Costello and Lorraine Looker, have written **A Good Practice Guide for Job Retention in Mental Health** endorsed by Dame Carol Black, National Director for Health and Work which was launched Autumn 2011.

They have also established follow up courses in **Conflict Resolution and Mediation Skills**.

Marketing Opportunities

- **EXHIBITION STANDS**
- **DELEGATE INSERTS**
- **PROMOTIONAL MATERIAL**

If you would like to market your organisation or project at this event please contact **Centrevents** on: **020 8922 1135** or email **info@centrevents.co.uk** for more details.

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Booking Form

HOW TO BOOK

online www.centrevents.co.uk/book-online.aspx
email info@centrevents.co.uk
fax 020 8922 1135
post Centrevents, PO Box 2100,
Shoreham by Sea, West Sussex BN43 5UG

PLEASE NOTE

Ensure all details on the form are completed to allow us to process your booking

CANCELLATIONS

Must be made in writing 2 weeks before the course date and will incur an admin fee of £20. No refunds can be made after that date but we accept substitute delegates.

SHARED SERVICES

If your invoices are paid by Shared services please ensure the correct invoice address and reference number are provided

ENQUIRIES

Please call 020 8922 1135 or email info@centrevents.co.uk

ONE DAY CONFERENCE FEE

standard: £150 +20% VAT (total £180)

Fees include conference materials, refreshments and lunch

earlybird: £135 +20% VAT (total £162)

Valid for all bookings made before 31st December 2011

group discount: book 3 places for 10% discount of total cost

This booking form is 1 of 3 places (entitling me to a 10% discount)

Please ensure all details are completed to allow us to process your booking.

DELEGATE DETAILS

NAME JOB TITLE

ORGANISATION

ADDRESS FOR CORRESPONDENCE

POSTCODE

TELEPHONE EMAIL

REQUESTS

Vegetarian or other dietary requirements (specify):

Induction loop

Wheelchair or other access requirements (specify):

I do not want to receive further information from third parties.

PAYMENT

I enclose a **cheque** for £ made payable to **Centrevents**.

I would like to pay by **BACS** and will send remittance advice as payment confirmation.

I require an **invoice** (please supply address if different from above):

PURCHASE ORDER NO.

SIGNED