

**The Mandt System<sup>®</sup>**  
**Instructor Certification**







## Unrivalled global experts in preventing workplace and relational violence

The Mandt System® is a comprehensive, integrated approach to preventing, de-escalating, and if necessary, intervening when the behavior of an individual poses a threat of harm to themselves and/or others. The focus of The Mandt System® is on building healthy relationships between all the stakeholders in human service settings in order to facilitate the development of an organizational culture that provides the emotional, psychological, and physical safety needed in order to teach new behaviors to replace the behaviors that are labeled "challenging".

The Mandt System® integrates knowledge about the neurobiological impact of childhood trauma with the principles of positive behavior support and provides a relational framework that empowers service providers to do their work in a way that minimizes the use of coercion in behavior change methodologies. Over 80% of what we teach focuses on prevention and de-escalation, and we encourage all people, including families and individuals served, to receive this training.

Using a train the trainer model, we support organizations to improve the quality of life of all the stakeholders in the organization: individuals served, staff, families and friends of the person served. When behavioral challenges arise, The Mandt System® can help you find respectful solutions and then share these with everyone. The instructional certification provided by The Mandt System® truly puts all people first by building healthy workplace relationships in which people can say that "In this place, and with these people, I feel safe™."

**Since 1975 we  
have partnered with  
organizations worldwide to  
create healthy relationships**

I really like The Mandt System and its' concept of teaching people the importance of building relationships and treating people with dignity and respect. And not just mentioning these concepts, it is the main focus of the program. I was actually a part of the curriculum review team for APD. While MANDT was not one of the curriculums I reviewed, it is the one I chose to use with my organization.

**Debbie Gibson Lee**  
Quality Assurance Director,  
Comprehensive Community  
Services, Inc.

# Why are so many Organizations choosing The Mandt System®?

The Mandt System® is a person-centered, values-based process that was developed to encourage positive interaction with others. The concepts offered in The Mandt System® clearly promote respect and dignity for all people. There is emphasis on the team approach to ensure well-being and safety in both non-physical and physical interactions.

The Mandt System® builds on skill development through a system of gradual and graded alternatives for de-escalating and assisting people using a combination of interpersonal communication skills, conflict resolution strategies and physical interaction techniques.

The goal is to assist others in managing themselves and the safety of all involved through skillful, non-physical means. Physical strategies are also taught to provide additional 'least restrictive' options in the event the person poses a clear threat of substantial harm to self or others if physically unassisted.

This training is used in Health, Mental Health, Social Services, Community Living, Disability Services, Corrections, Justice, Policing and Educational sectors as well as Resource and Services Industries. We are also accredited to provide International Continuing Education Credits.

## **The Mandt System® meets or exceeds major accreditation requirements**

TJC	The Joint Commission
CARF	Commission on Accreditation of Rehabilitation Facilities
COA	Council on Accreditation
CET	Creating Excellence Together — Alberta, Canada



## The Mandt System® Philosophy

The entire philosophy of The Mandt System® is based on the principle that all people have the right to be treated with dignity and respect.

The Mandt System® encourages and teaches the use of a graded system of alternatives to provide the least amount of external management necessary for safety in all situations.

We believe that all individuals should be seen as people first. We should avoid unnecessary references to their differences.

Every person has the right to equality and the right to the least restrictive and most appropriate environment.

## Key Features

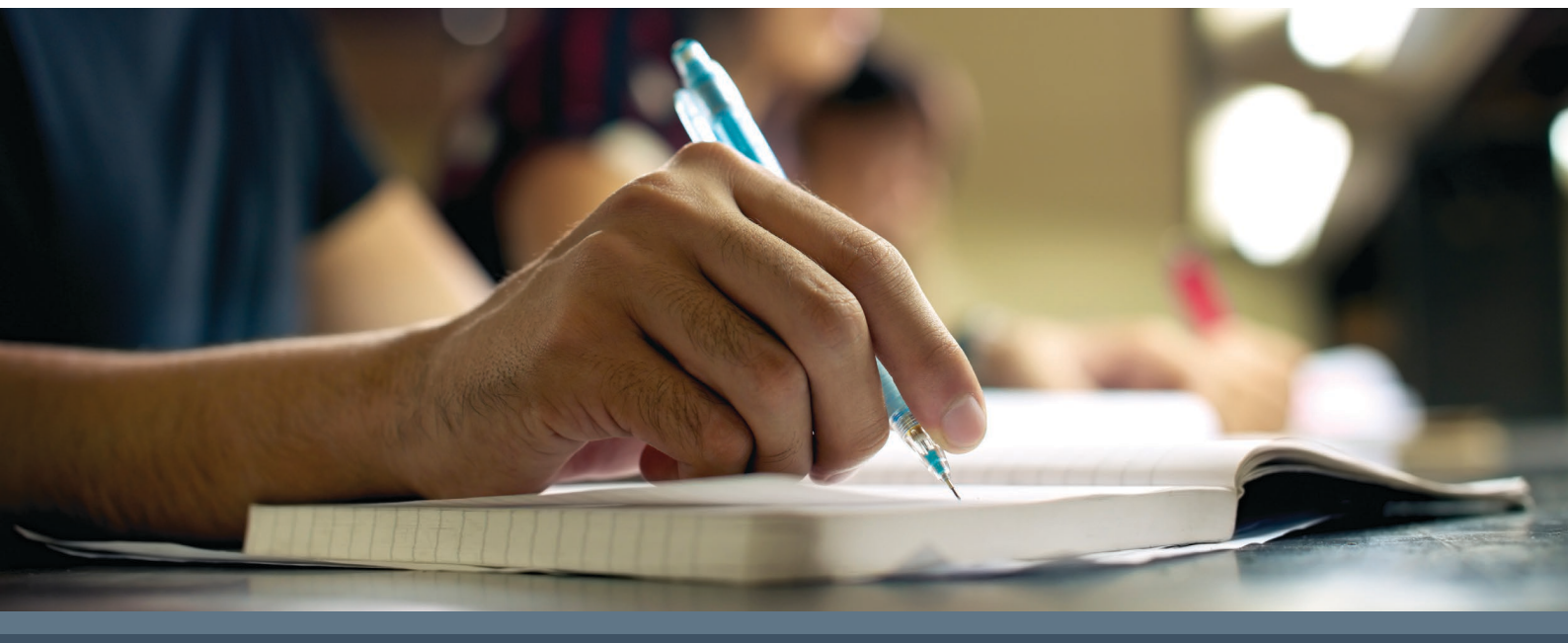
- Over 80% of the time spent in training focuses on prevention of violence and aggression.
- Trauma Informed Cultures is integrated into the entire Mandt System® training program.
- Electronic copies of student manuals, Power Point™ presentations and resource materials are provided to all certified instructors.
- **Teaches**
  - skills to de-escalate and interact with people who are uncooperative, angry, aggressive or violent.
  - how to manage our own behavior first.
  - skills for working with The Crisis Cycle model for assessment and interaction.
  - skills for using a graded system approach to managing crisis situations.
  - skills for building strong, positive therapeutic relationships.
  - skills for helping, guiding, and assisting cooperative people who need support for basic body movement tasks.
  - physical interaction skills that have been evaluated for safety by a biomechanical engineer.
  - an effective strategy for supporting people, not just their behaviors, that is based on prevention, early interaction, and de-escalation.
- **Curriculum**
  - is comprehensive and flexible.
  - has data from organizations using The Mandt System® demonstrating effectiveness of the program.
  - meets all current and proposed accreditation, statutory, and regulatory requirements.
  - integrates with most treatment models and includes skills for Positive Behavior Interventions and Supports (PBIS).
  - philosophy requires treating all people with dignity and respect.
  - physical skills do not cause physical pain or discomfort.
  - is a train the instructor design allowing each agency to have its own in-house certified instructors.



## Key Benefits

- By preventing violence and aggression, people are safer and the organization saves money in lower costs to treat injuries.
- By understanding the context of the behavior of individuals served, staff respond instead of react and address the safety needs of all people.
- Organizations save a great deal of money by not having to pay for student manuals, training materials, or other costs associated with training.
- **Skills**
  - increase the quality of staff relationships and the therapeutic environment.
  - build confidence in responding to events and reduce fear in crisis situations.
  - create an environment of dignity and respect that support positive interactions with others.
  - support the development of positive attitudes and philosophy for crisis situations by the instructors and trainees.
  - reduce the frequency, intensity and duration of physical restraint incidents.
  - reduce the need of physical interactions overall.
  - provide basic tools and techniques for a safe and respectful workplace.
  - reduce crisis incidents resulting in less workplace stress.
  - concepts and skills can be taught to students and their families.
- **Training**
  - provides information about prevalence, effects, and recovery from traumatic events.
  - aligns with Positive Behavior Interventions and Supports which provides consistency in training, language and application.





## What you will learn...

The Relational, Conceptual and Technical Levels of training are designed to help those interacting on a daily basis with people/students who may become confused, disruptive, uncooperative, and aggressive. These three levels provide the necessary interpersonal non-physical and physical skills needed for use in most situations. We emphasize the use of a gradually progressive system of alternatives that involves the least restrictive means of interpersonal and physical interaction. The interpersonal skills from the Relational Level training are reviewed, practiced and used throughout the Conceptual and Technical learning. During the workshops, a high degree of dignity and respect is designed and maintained throughout the lectures, instructions, activities, and skills acquisition sessions. The Relational/Conceptual and Technical Level "Train the Trainer" training requires 4 full days. Staff training may be built on 1-2 day workshops.

### Relational Level training with 3 chapters

- **Building Healthy Relationships** — Foundational Beliefs, Working as a Team, Dealing with Emotions, Causes of Stress, and Crisis Cycle.
- **Building Healthy Communication** — Nonverbal Elements in Communication, Vocal Elements in Communication, Verbal Elements in Communication: Strategies for De-escalation.
- **Building Healthy Conflict Resolution** — Communicating through Problem Solving, Problem Solving Technique.

### Conceptual Level training with 3 chapters completed on-line after the in-person training

- **Trauma Informed Cultures** — To help staff better work with people who have experienced trauma.
- **Positive Behavior Interventions and Supports** — Supporting people, not just their behaviors.
- **Regulatory and Legal Issues** — Foundational legal and liability issues regarding support.

### Technical Level training with 3 chapters

- **Assisting** — Body Mechanics, stances, physical supports to assist people.
- **Separating** — Physical techniques in separating people.
- **Physical Restraint** (prerequisite is other Technical chapters)

Customized training reduces cost and creates effective time management. Instructors are not stuck with a "one-size fits all" method. Within the guidelines each class can be tailored to provide the skills that are necessary and relate to the staff's function in the organization.



## Organizational Training

The Relational, Conceptual and Technical Levels of certification are contained in a 4 day 'Train the Trainer' program with an on-line portion. Organizational staff training is designed with options for 1/2 day up through 3 day workshops building on learning.

Each instructor is certified for a 2 year period with recertification required every 2 years.

All certified instructors receive access to FREE resources to facilitate their staff training sessions.

## Additional Training

Advanced Technical provides in-depth training in addressing behavior that poses a significant threat of armed and unarmed attacks. This is a 4 day train the instructor program. Must be a certified Technical level instructor to qualify for the Advanced Level.

## Additional Tracks

- Autism: Supports Through the Spectrum
- Supporting People with Complex Behavioral Challenges
- Supporting Successful Leadership Programs



### The Mandt System®

#### USA:

P.O. Box 831790  
Richardson, TX 75083-1790

Phone: (972) 495-0755

Fax: (877) 205-2821

1 (800) 810-0755

#### Canada:

P.O. Box 6695  
Drayton Valley, AB T7A 1S1

Fax: (877) 331-0039

1 (800) 542-9633

#### Website:

[www.mandtsystem.com](http://www.mandtsystem.com)  
[www.mandtsystem.ca](http://www.mandtsystem.ca)



## What People Say...

"MANDT has turned our agency around!!!!!!!!!!  
I LOVE training this system and have seen how effective it can be."

**Carmen Embrey**  
Program Manager,  
Evansville ARC, Evansville IN

"The Mandt System has been instrumental in supporting our organization's mission—with respect, we provide opportunities for growth and development."

**Adam Power,**  
Assistant Director Haley Street Adult Services,  
North Sydney, NS, Canada

"The Mandt system far surpassed even our own expectations in reducing our staff dependency on restraints in working with challenging people with developmental disabilities since we started utilizing the Mandt system in mid-year 2004. Our organization has a completely different philosophy in working with challenging situations that the Mandt system has contributed to substantially that has allowed us to flourish in regards to growth and stability for all those we serve."

**Wayne H. Harvey**  
Chief Operations Officer,  
Independent Opportunities