

P.M. T.
Physical/Psychological
Management Training



INFO PAC

PMT Associates, Inc.
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PMT Program Over-view

Physical/Psychological Management Training

The PMT program helps staff recognize that the basic need for security will determine how they function under stress. When there is only a minimal or no protocol for managing the agitated person, staff's concerns with performing adequately will automatically interfere with their functioning.

In short, without clear personal and administrative guidelines as to how to function during a crisis, staff will often resort to a natural defensive posture: fight or flight. This defensive reflex will augment both staff's fears and the other's fears and will frequently lead to more aggression and increased danger to all involved.

The PMT program covers a wide range of interventions, all of which fall into one of the four stages of managing aggressive:

1. **Prevention** (planning, networking, training, etc.)
2. **Pre-violence** (re-direction, environmental issues, verbal techs, escorts, etc)
3. **Violence** (quick action, teamwork, communication, safety, critiquing, protective holds, etc.)
4. **Post violence** (documentation, learning, planning, education, etc.)

Our basic program is designed to give participants "hands-on" and practical experience in handling a variety of crisis episodes. The core of the PMT training program involves learning through a variety of experiences, such as simulation and role-play exercises, with the help of practical theoretical concepts.

The goals of the PMT program are:

- (1) To increase understanding about those aspects of the crisis intervention process of most importance to the various disciplines attending the workshop.
- (2) To develop a skills for analyzing one's own style of managing conflict.
- (3) To increase the range of response options available to individual staff and teams.
- (4) To help staff manage their fear response in a crisis situation.

The objectives of the PMT program are:

- (1) To assist staff in preventing injury to consumers, him/herself or a third party, while managing the physically aggressive person.
- (2) To increase staff self-confidence when facing the angry/violent individual.
- (3) To increase consumer confidence and security in staff member's ability to manage crisis situations.
- (4) To increase staff awareness and knowledge of psychological factors during crisis and to develop strategies for identifying and preventing violent outbreaks.

Physical & Psychological Management Training (PMT)

Sample Comments from Program Participants

What are the strengths of this workshop?

- Instructor's presentation was superb.
- Ability to keep my attention.
- Useful examples given, demonstration of techniques.
- The strategies were useful and Practical.
- Presenter made it extremely interesting.
- Humor and "non-pompousness" of presenter made this an easy presentation to participate in.
- The teaching of physical management skills and personal safety.
- Presenter's style and pace.
- Clear presentation – lots opportunity to practice
- Very clear presentation, hands on.
- Presenter was very knowledgeable and entertaining. Seemed to cover the basics (most important information) without being overwhelming.
- Hands on practice
- Great info and specific holds.
- Practice of techniques. Humor and clearness of presenter.
- The presenter, materials
- Very informative!!!
- The presenter's knowledge and communication skills.
- The presenter's ability to get the major points across (visual and auditory cues).
- People had the chance to practice what was discussed.
- Physical techniques.
- Hands on. Instructor is extremely knowledgeable.
- Very informative. Presenter made it enjoyable.
- It is hands on and interesting.
- Practicality, excellent presenter.
- Clear, easy to understand.
- Printed material. Personality of presenter (not a super topic but he made it fairly enjoyable) .
- Clarity of presentation.
- Excellent speaker!!!
- Hands on techniques.
- Visual demonstration.
- All aspects were clear and concise.
- Visual demonstrations.

TRAINING OPTIONS

Option (A) PMT ASSOCIATES INITIAL TRAINING:

- PMT Associates will provide a half or full day program for your staff. We will also refresh your staff on an annual basis. PMT Associates will provide:
 - Participant handouts.
 - Certificates of completion.

Option (B) PMT IN-HOUSE COACHES:

- PMT Associates co-selects qualified staff from your agency to function as In-house Coaches. Prerequisite: Coaches must be selected from employees who have attended a PMT Initial program (**Option A**)

Coaches can provide your staff with quarterly refreshers and on-site consultation in the area of physical crisis intervention. Coaches are not certified to train new employees. Coaches must attend a one **(1)** day certification course at PMT headquarters and be re-certified annually.

Option (C) PMT IN-HOUSE INSTRUCTOR:

- This option provides your agency with PMT In-house trainers. These trainers can do all of your training in the area of Physical Crisis Management. The following is the trainer selection and certification process:
 1. Each trainer must be co-selected by the agency and PMT Associates.
 2. Candidates will attend a 4-5 day in-service at PMT headquarters or other mutually agreed upon location.
 3. Each candidate is required to present at two training occasions while supervised by PMT Associate's master trainers.
 4. Upon successful completion of both practicums, trainers will be required to train a minimum number of programs during the first year. Each trainer must be re-certified annually.

Please call or write for more details about our prices and program availability

PMT ASSOCIATES, INC.

300 Plaza Middlesex 2nd Floor
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Phone (860) 347-1347 Fax (860) 344-1540

PMT ASSOCIATES, INC.

SENIOR CONSULTANTS

GINGER E. BLUME, Ph.D. : As PMT's **PROGRAM DIRECTOR**, Dr. Blume brings an in depth understanding to the field of physical management. Her experience as a psychologist is uniquely wedded with her expertise in personal safety. She developed a psychological model for determining how to safely approach the violent/aggressive person and how to reduce the fear of both staff and the upset person in the process.

She received her Ph.D. from the University of Florida and was affiliated with Yale University throughout her doctoral internship at the Veteran's Administration Hospital in West Have, CT. She had previously trained for three years in the Veteran's system in Florida and had consulted for several years to Florida's Dept. of Mental Retardation, as well as to private schools for learning disabled children.

Dr. Blume is an adjunct member of the graduate faculty of Antioch College and an affiliate of the New England Type Institute. She is the principal of G. Blume Associates, an organizational consulting firm and is a nationally recognized training consultant in the topics of conflict management, negotiation, job burnout, stress management, and communication effectiveness. An active member of the American Psychological Association, Dr. Blume was appointed to a national task force on marketing psychological services. Dr. Blume has been featured for many years in Who's Who of American Women for outstanding contributions in her field. She has the unusual distinction of having been the world's youngest female multi-engine pilot.

E. LEE LOWERY: As **PMT's Training Director**, Mr. Lowery has over twenty-five years of experience as a teacher and training consultant. He has trained personnel in a multitude of settings, including forensic mental health agencies, psychiatric hospitals, police agencies, emergency medical centers, public and private schools, group homes, community mental health centers, to name a few. In 1994 he was a featured speaker at the American Hospital Association's Annual Convention in Tennessee. In 1996, Mr. Lowery was commissioned to develop and train over 500 employees and managers in a program entitled, "Managing Differences with Respect." He is also a featured speaker at the State of Connecticut's Legislative Management employee in-services. He has performed contract training for PriceWaterHouseCoopers, Downey Associates, Citigroup and AMTRACK.

From 1987 to present, under his direction, PMT Associates, Inc., has administered the largest educational project in the history of Connecticut's Department of Mental Retardation and Mental Health. He has trained staff from other agencies to implement his programs in-house.

Mr. Lowery attended Springfield College School of Human Services where he majored in business administration and human services. He has served as a board member for many nonprofit community organizations: United Way, Character Counts, and United Cerebral Palsy. He also serves as a member on the Board of Cooperators at Middlesex Community College.

PMT References

Please call:

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Wayne Caldwell

CSBMRDD-Summit County, Ohio
330-634-8878

**** Additional Clients**

(see note below)

Bristol Public Schools, CT
Cheshire Schools, CT
CT Dept of Mental Retardation
Ledyard Public Schools, CT
Southwick Public Schools, MA
Shared Services, CT
Connecticut Children's Medical Center
Manchester Memorial Hospital, CT
Hospital for Special Care, CT
CREC-Polaris Center, CT
Southwick Public Schools, MA
Newtown Public Schools, CT
Middletown Public Schools, CT
Bethel Public Schools, CT
Manchester Public Schools, CT
Bamsi of Massachusetts
Waterbury Hospital, CT
Griswold Public Schools, CT
Gengras Center, CT
Cheshire Public Schools, CT
Camp Horizons, CT
Family Options
New England Residential Services, CT
Community Systems Inc., CT
Meriden Wallingford Society, CT
Deep River Public Schools, CT
Bridgeport Public Schools, CT
Westport Public Schools, CT
New Haven Public School, CT
John Dempsey Hospital, CT
Learn, CT
Bay State Medical Center, MA
Benhaven, CT
Bloomfield Public Schools, CT
Catholic Family Services, CT
Children's Development Center, MA
Clinton Public Schools, CT
Enfield Public Schools, CT
Greenwich Public Schools, CT

Note**

(If you'd like to speak with anyone on the list above,
please call our office for a phone number and contact
person.)