

Training tailored for academics,
professional services teams, and
managers in higher education

Boundaries ▪ Clarity ▪ Energy

Safeguarding Training in an HE Context ▪ Managing Distressed Students ▪ Personal tutor training
Effective Management of a Student Death ▪ Managing Serious Student Incidents ▪ Managing &
Experiencing Change ▪ Mental Health Awareness ▪ Designated/Lead Safeguarding Officer Training
Handling Tricky Student Situations ▪ Using Coaching Skills When Working One-to-One with Students

Our experience

The higher education sector is unlike any other. Training that does not take account of the unique working relationship between a university and its students, or the specific regulatory regime that governs the sector, can fall wide of the mark.

All our trainers at Plinth House have significant experience as managers in higher education.



We understand the pressures involved in working in higher education today – including rising demand for support from students, students presenting at higher levels of risk, and colleagues' increasingly complex interactions with other stakeholders, such as students' parents.

All our training content and case studies draw upon our practical experience of working in the sector ourselves, as well as our trainers' extensive experience in other sectors – including the NHS, local government and equality/inclusion.

Find out more about our lead trainers at www.plinthhouse.com/aboutus.

Training for student-facing colleagues

Our most popular training courses for colleagues working with students include:

- **Managing Distressed Students** (half-day or full-day course available)
- **Safeguarding for Student-facing Colleagues in Higher Education** (half-day or full-day)
- **Handling Tricky Student Situations** (full-day)
- **Providing Support Following a Student Death** (half-day or full-day)
- **Coaching Skills when Working One-to-One with Students** (2 hours online)
- **How to respond when a student mentions suicide** (2 hours online)



We also deliver training courses:

- on specific mental health issues in the context of higher education – such as **emotionally unstable personality disorder** (sometimes called borderline personality disorder) and **self-harm**
- to train colleagues in specialist roles in universities, such as our **two-day course for Designated Safeguarding Officers/Lead Safeguarding Officers**

All of our training focuses on practical skills to support students in boundaried and role-appropriate ways. Without clear boundaries, students feel uncontained and are less likely to access the specialist support they need, and colleagues can start to feel that their own wellbeing is affected.

We also facilitate **peer case discussions** to give colleagues a space to reflect on tricky cases they have managed in the past and inform future practice.

Training for managers

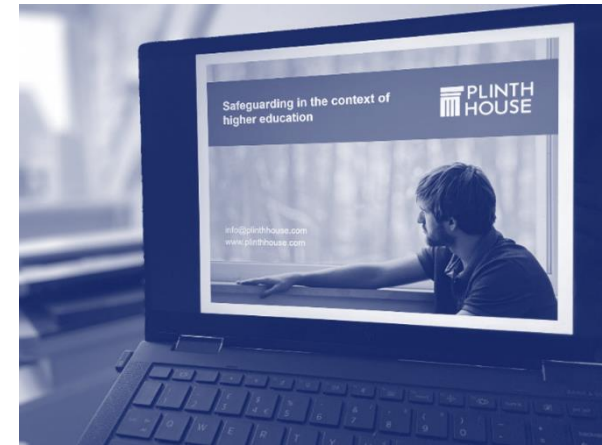
We support university managers and management teams with training on:

- **Managing Serious Student Incidents**
- **Safeguarding Training for Executive/Governing Bodies**
- **Safeguarding Training for Managers Involved in Managing Safeguarding Referrals**
- **Effective Management of a Student Death: Policy & Practice**
- **Effective 'Fitness to Study' Policies & Processes**
- **The Challenges of Managing Specialist Student Support Teams**
- **Managing & Experiencing Change**
- **Managing Distressed Staff: For Line-Managers & HR Managers**

We specialise in training on challenging topics, such as student death scenarios, and on areas of work, such as safeguarding, where HE responsibilities differ significantly from those of schools and FE providers and can have professional registration implications.

Our work with HE managers at all levels can take the form of training events, workshops, Governing Body or SMT briefings, and management team away days.

Training can be delivered as a standalone activity or combined with consultancy support, such as management coaching, a case/incident review, a policy review, or a service review.



Mode of delivery

Delivering training face-to-face has many advantages, especially when the training is designed to challenge people's ways of thinking and change behaviour. It generally offers the best route to getting participants to engage, reflect, and open up.

However, delivery in person can have its downsides. It can be tricky to roll out across a whole institution and difficult for colleagues working remotely or on shift patterns to attend.



We can deliver training in a wide range of modes, including:

- **face-to-face training, workshops and away day events**
- **live online training sessions**
- **webinars – both live and recorded**
- **audio podcasts**
- **eLearning packages**
- **tailored 'train the trainer' programmes, to support your own staff to deliver our licensed courses themselves.**

We are happy to talk to you about what will work most effectively in your context.

Some of our clients





Contact us to arrange an initial chat to discuss how we might be able to support you or your team:

info@plinthhouse.com
www.plinthhouse.com
0191 645 6777

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