



# WHAT IS CALM?

CALM

## We want to tell you about the CALM Approach, why it's important and what's in it for you!

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The CALM Approach that you will learn about in your upcoming CALM Core theory course is much more than just training. It is an approach to working with people which recognises the importance of everyone in an organisation having a role to play in improving the quality of life of people being supported by services. The CALM Approach emphasises what needs to be in place not solely for the people who use services but also for those supporting them – everyone's wellbeing matters in creating an environment where everyone can flourish and feel safe. You will become familiar with a range of ideas about why people might become distressed - an understanding that offers the key to prevention and safe resolution of behaviour that challenges. The CALM Approach works inside an organisation to uphold human rights, to become trauma informed and responsive in all that we do and to keep relationships at the heart of our decisions and actions in services and across the organisation.

We will now go on to look at the CALM Approach to positive outcomes and the six main principles which form the backbone of the ideas and practice you will learn about in your CALM Core Theory training. Then, we will have a closer look at the course.

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# The CALM Approach

The CALM Approach offers you a set of core principles drawn from practice and evidenced based theory which will help to further develop how you support people. It can also support organisations to develop a culture which focuses on the well being of everyone. We will explain each principle so that you have a good idea of what the course covers.



## Principles In-Depth

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### Self-Aware

CALM Core Theory takes you on a journey that starts with yourself. This might seem an unusual place to start, but evidence shows that the feelings evoked in staff in response to behaviour that is challenging can influence the quality of the support offered. We encourage you to bring awareness to personal judgements when supporting people and to consider how emotions might influence your responses. You are encouraged to consider your own self-care in the bigger context of professional courage and collective care across the organisation.



### Systems Thinker

A key aspect of the course is looking at the importance of teamwork and working towards developing good practice in supporting people at all levels of the organisation. Considering the systems and environment around the person and working to provide environments that support their capabilities will enable you, and the team you are part of to understand how to develop positive behaviour support plans that aim to prevent or reduce behaviour that challenges.



### Trauma Responsive

Trauma, and its impact on people is a significant strand of understanding. You will learn about the neurological and emotional impact of trauma and the role that may play in difficulties with emotional regulation. You will recognise your ability to offer the people you support pathways to recovery from the impact of trauma on their lives through empathy and a focus on using trauma informed approaches.



### Relationship Promoting

The value of authentic relationships that nurture communication and stem from empathy runs throughout the course. Relationships make people feel valued and secure and are the foundation for meaningful and attuned interaction. Relationships enable co-regulation of emotions, which in turn helps people to regulate their behaviour. We encourage you to consider relationships at every level, including with your colleagues, to promote a sense of connection, purpose and support.



### Rights Respecting

With a strong belief in the importance of human rights, you will look at the legislation and guidance in their sector which should inform practice and decision making in supporting people before, during and after a crisis. All legislation is considered in the context of supporting the right to self-expression and choice, and the safety and wellbeing of all. As a CALM practitioner, you will focus on prevention and reduction of restrictive responses through the positive management of risk.



### Always Learning

As a CALM practitioner, you will learn from the person what matters to them, seeking to understand how to respond before, during and after a crisis in the most supportive way for that person. Debriefing and reflection after incidents, a commitment to learning from the best research, practice-based wisdom and people's lived experience will inform your future interactions and interventions.

# How does the course work?

## In-Person Course

The in-person course provides you with the opportunity to work through and build your learning with others, allowing you to link theory with current practice within your setting. We take time to discuss and reflect on:

- Experiences in practice
- Team dynamics
- What 'good' looks like within your service
- Opportunities for progress and change



We will use a range of small group exercises and provide opportunities for you and your team to share experiences and views, whilst also creating a solution focused approach to practice issues.



## Online Course

Our myCALM online learning environment supports your learning through a range of different learning activities and media. You will find text, videos, podcasts and case studies, self-assessment and online discussion to support your online learning.

The live online seminar that you undertake towards the end of your learning is an opportunity for you to take part in online reflective discussion on all you have learned, in the context of your practice. The course consists of:

- 8 online self-study units of around an hour each.
- A live online seminar
- A quiz



## Assessment, Evaluation and Certification

You are able to complete both versions of the course by undertaking an online quiz to validate your learning. After you complete a short evaluation, you will then have access to a personalised course certificate.



## We look forward to welcoming you to the CALM Community!

For over twenty-five years CALM has provided the highest quality training and support to our clients and community. We are proud to be the trusted support for all our learners and our user organisations. We are committed to helping you further your vision of exceptional standards of support and care.