

# Feedback received following Safe & Sound workshops

"The course was excellent, and many have said the best and most relevant training to do the job they have ever done."

*"The best training course I have attended in a long time. Many people can deliver material, however it takes a skilled trainer to create a safe space to allow people to share their thoughts on difficult topics and also I thank Dave for his personalised response to peoples' contributions to the discussions."*

"I found the workshop a really helpful and positive experience and well worth committing a day to. Just the right length and all points very clearly delivered and explained. It helped to stand back and take an objective view of how interactions work and to think about how to do things differently or more effectively. I liked the pace and the breaking up of time into different activities. Thanks very much for an excellent session."

"I found it really useful to understand the psychology behind why people's behaviour changes and how to deal with this. Thank you for also addressing the mental health side of aggressive behaviour as I sometimes feel that it is expected that we will just have deal with it as a part of our jobs."

"The course has made me think a lot more about my own safety before I enter a situation. The scenarios and examples of sentences were very helpful. It has increased my confidence and given me great practical advice and ideas to take out with me every day."

"Given the restrictions, due to coronavirus, that this couldn't be delivered face to face, this was an excellent workshop. Relevant to the experiences of the participants, pitched at the right level and an obvious wealth of expertise and passion for the subject. Dave is worth listening to and learning from."

"I thought Dave did a fantastic job of making us feel comfortable enough to open up and able to share with the group. I will be sharing what I have learnt with my colleagues. I found there were so many useful tips and it was altogether empowering."

"I think this course should be included in training of all new reserve staff and those who are public facing."

"Unlike a lot of courses, it was practical and to the point, with actual helpful tips for how to deal with conflict. I found it helpful to understand what we need to have in place for my team to be able to deal with common situations in their work."

Dave is fantastic. I felt supported, valued and listened to - this was clearly a safe space for us to talk. The content presented really helps the audience understand emotional reactions, why volunteers etc act they way they do, and why we react they way we do in response. A lot of really helpful tips were provided and invaluable knowledge and skills were gained in how to deal with these challenging situations. The case studies were relevant and the group activities were really helpful. Top notch. Thank you.

Thank you for a really well held workshop that was tailored to our organisational needs. So often training feels off the shelf, so it was fantastic to have Dave's experience of working in the conservation sector, in front line conflict inducing situations matched with his excellent language skills. I'd have been happy to do more.

Very excellent course content delivered in a highly professional and meaningful way with lots of attention to detail, first class!

This is the second time that I have participated in this workshop. Both times have been hugely rewarding and enlightening. From the delivery method and personal experience that Dave brings to the case study scenarios, it has been well thought through and pitched perfectly to what we as a Ranger Service try and achieve while allowing self reflection and personal development. I cannot recommend this highly enough. Thank you.

The workbook supplement is a really great addition to the programme - it gives me more time to consider the points we discussed in the training in more depth. Dave is really good at breaking down the topics into easy to understand bites, as well as his advice on how to use his advice in a practical way out in the field.

Right person for the right job! Understood our issues and made everything very relevant. Thank You

A really enjoyable and informative course which was highly professional in presentation and content

I was dreading this course based on previous conflict training, but Dave was engaging and inspiring, with lots of useful and new info. Would recommend to all!

I really appreciate the effort to tailor the training to our specific roles and the situations we might encounter. And it was a good mix of theory but also suggestions of exact phrases that apply the theory. Thanks a lot!

**Good workshop, pitched at the right level. It was good for those who have a regulatory role without being involved in enforcement on a daily basis.**

Brilliant course and some of the best training I have received on the topic. Dave's teaching method was inclusive and relaxing, and Dave clearly had huge amounts of knowledge and personal experience around the topic.

Our tutor, Dave, was fantastic: honest, open and engaging. A really good session: could have happily engaged with another two hours of material.

Dave was a delight! He combined professionalism and personal experience with wit and dedication. Thanks!

**Thank you for the presentation. It was well delivered and relevant to everyone that attended. The fact that you were remote to us, did not hinder the delivery and was enhanced by you still picking up on elements that the groups were discussing amongst themselves, it was like you were actually there! Your knowledge and credibility were obvious to us all. Thank you.**