

Conference to launch the
European Network of Trainers in
the Management of Aggression



17 - 18 November 2008 - Amsterdam
Promoting a Shared Vision of Practice and
Organisational Excellence in Training



PROGRAM



CONNECTING
Partnership for
Consult & Training

.....
Oud Consultancy

Invitation

Dear colleague,

I am pleased to announce the official launch of the European Network of Trainers in the Management of Aggression, ENTMA, as a formal European, non-profit association with the aim of uniting and supporting trainers from across Europe who are related to the field of aggression management.

Since 1998 trainers in the management of aggression from many different European countries and across a variety of (mental) health care sectors and related fields of work have been collaborating within an informal European platform, since 2004 named ENTMA. International networking was made possible by an annual two-day conference for trainers in Amsterdam since 2000.

Both platform and conference were initiated and organised by CONNECTING, a Netherlands based partnership for consultancy and training, and were initially aimed at exchanging perspectives and comparing nature, scope and depth of training in order to influence positive change in relation to the content of aggression management training courses.

In an annual pre-conference setting, next to the main conference, ENTMA started to discuss topics beyond trainer capacities and skills, like research outcomes, registration, guidelines and standards for training, institutional safety, policy, management and organisational aspects towards training.

After years of productive collaboration ENTMA decided in November 2007 to formalise its role, purpose and function in order to evolve into a

European expert reference network for trainers in the management of aggression. Subsequently a steering committee, consisting of representatives from six European countries and from a variety of different backgrounds, sectors and services was nominated to develop a proposed vision, mission and aims for the network.

A founding principle of ENTMA is the belief that training can contribute significantly to efforts in achieving excellence in the management of aggression and violence within health care and related services. A core aim of ENTMA is therefore to articulate the contribution which training can and should make to the safe therapeutic management of aggression and violence at front-line and organisational levels. As a forum of shared collaborative enquiry ENTMA will endeavour to inform and advance critical debates relating to training.

As a network of collective experience and expertise in the field of aggression management ENTMA will strive to establish and maintain links with other national and international networks and groups associated with the management of aggression.

The First General Assembly of ENTMA will take place on Tuesday 18th November 2008 in the 'Amsterdam Arena' between 17.00 and 17.30 in order to determine its constitution and membership of its initial board. This date will also mark the official launch of ENTMA as a European association. Registered members are invited to attend the General Assembly and have voting rights. Registration as a member of ENTMA is possible from 1 July 2008 on a no fee basis until 1 January 2009.



A two-day conference is to take place on Monday 17th and Tuesday 18th November 2008 in Amsterdam at the same venue, in order to contextualise and celebrate the launch of ENTMA. All trainers, organisations or individual others associated with the management of aggression are invited to attend. In addition to introducing ENTMA, the conference includes key-note addresses, panel-discussions, theme-specific presentations and workshops related to the development of training and practice. The content will cover overviews concerning the design, delivery and evaluation of training across Europe. Parallel sessions will make it possible to attend an individually tailored track of topics to suit one's own professional area of interest and include 'service specific', 'in-depth thematic' and 'practical exchange of physical interventions' themes.

A book of conference proceedings including information on the background of ENTMA will be presented to all delegates at the conference. More information about ENTMA is available at www.entma.eu

On behalf of the members of ENTMA's steering committee, I sincerely hope to meet you all in Amsterdam at 17 and 18 November.

Kind regards,
Yvonne van Engelen (secretary steering committee ENTMA)

Program Monday 17 November 2008

Plenary Session

09.30 – 09.40

Opening and Welcome:

- *Kevin McKenna* (Ireland, daychair)

09.40 – 10.20

The Launch of ENTMA 08; Vision, Mission and Aims:

- *Rick Tucker* (UK, chair steering committee)

10.20 – 10.40

Historical Roots of ENTMA - Back to the 90's:

- *Yvonne van Engelen* (Netherlands, secretary steering committee)

10.40 – 11.00

Restraint Related Deaths in the UK, New Research Data:

- *Brodie Paterson* (UK)

11.00 – 11.30

Coffee break

Plenary Session

11.30 – 12.20

Challenges to Training in the Management of Aggression across Europe (1) (Paneldiscussion; chair: *Kevin McKenna*, Ireland):

- Netherlands: *Nico Oud*, United Kingdom: *Gail Miller*, Norway: *Geir Olsen*, Austria: *Harald Stefan*, Germany: *Gernot Walter*

12.20 – 12.50

An Existential Perspective on Care Relations:

- *Joost van Daalen* (Netherlands)

12.50 – 13.50

Lunch break

Workshops / parallel presentations (3 rooms)

13.50 – 15.10

Physical Interventions

Exchanging Physical Techniques in Practice:

- *Hans Fleury & Sander Huijding*

(Netherlands) and *Ronald Vestergaard & Niels Knudsen* (Denmark)

13.50 – 14.30

Service Specific

Training Experience in Forensic Psychiatry:

- *Pim van der Meer* (Netherlands)

14.30 – 15.10

Service Specific

Training Experience in Elderly Care:

- *Chris Noordhuis* (Netherlands)

13.50 – 14.30

In-depth Theme

The Use of Action Plans in Relation to Training:

- *Mette Borreson* (Denmark)

14.30 – 15.10

In-depth Theme

Soothing while Secluding:

- *Afshin Meymandi* (USA)

15.10 – 15.40

Tea-Break

Program Monday 17 November 2008

Workshops/parallel presentations (3 rooms)

15.40 – 17.00 **Physical Interventions**
Exchanging Physical Techniques in Practice:
• *Emanuel Müller & Susanne Tosch* (Switzerland)

15.40 – 17.00 **In-depth Theme**
The Impact of Role Play on Training Outcomes:
• *Gerda Pouli, Frans Mos & Wouter Eizenga* (Netherlands)

15.40 – 16.20 **Service Specific**
Training Experience in Child and Youth Psychiatry:
• *Miriam Pennings* (Netherlands)

16.20 – 17.00 **Service Specific**
Training Experience in Intellectual Disabilities Services:
• *Tini Eriks & Elma van der Laan* (Netherlands)

19.30 – 22.30 **Optional Social Evening Program: Dinner Cruise (not included)**

Workshops/Parallel presentations:

Track **'Service Specific':**
Service specific experiences with training in the management of aggression in various settings

Track **'Physical Interventions':**
European exchange of good practice in physical interventions as a means to the end of overall security/safety; comparison and try out of different approaches

Track **'In-depth Themes':**
Thematic presentations/workshops (advanced learning) to gain more insight into specific themes or topics relevant for trainers

Program Tuesday 18 November 2008

Plenary Session

09.30 – 09.40
Opening
• *Gail Miller* (UK, daychair)

09.40 – 10.10
Implementation of Training: the Need for a Comprehensive Organisational Approach:
• *Brodie Paterson* (UK)

10.10 – 10.40
After Care – Approach after Traumatic Incidents:
• *Peter van Loon* (Netherlands)

10.40 – 11.00 **Coffee break**

Plenary Session

11.00 – 11.30
European Research on Training Outcomes – EViPRG and Other Initiatives:
• *Richard Whittington* (UK)

11.30 – 12.00
Challenges to Training in the Management of Aggression across Europe (2) (Pan-eldiscussion; chair: *Gail Miller*, UK):
• Denmark: *Ronald Vestergaard*, Ireland: *Kevin McKenna*, Sweden: *Anna Björkdahl*, Switzerland: *Susanne Tosch*

12.00 – 12.30
Experiences of European Users and Survivors of Psychiatry (ENUSP):
• *Wilma Boevink* (Netherlands, Europe)

12.30 – 13.30 **Lunch Break**

Workshops/Parallel presentations (3 rooms)

13.30 – 14.50 **Physical Interventions**
Exchanging Physical Techniques in Practice:
• *Albert McHugh & Mark West* (UK)

13.30 – 14.50 **In-depth Theme**
Training Life Space Crisis Intervention, Theory and Practice:
• *Franky D'Oosterlinck* (Belgium) & *Karin Blankespoor* (Netherlands)

13.30 – 14.10 **In-depth Theme**
Soothing while Secluding:
• *Afshin Meymandi* (USA)

14.10 – 14.50 **Service Specific**
Training Experience in Ambulant and Emergency Service:
• *Susanne Tosch & Emanuel Müller* (Switzerland)

14.50 – 15.20 **Tea-Break**

Workshops/Parallel presentations (3 rooms)

15.20 – 16.40 **Physical Interventions**
Exchanging Physical Techniques in Practice:
• *Hans Fleury & Sander Huijding* (Netherlands) and *Ronald Vestergaard & Niels Knudsen* (Denmark)

15.20 – 16.40 **In-depth Theme**
How to Apply and not be Restricted by Personal Values in Professional Care Relations:
• *Mark de Jong* (Netherlands)

15.20 – 16.00 **Service Specific**
Training Experience in Education:
• *Ankie Rooze* (Netherlands)

16.00 – 16.40 **In-depth Theme**
Towards Attitude Change in Education and Child Mental Health Care:
• *Yvonne van Engelen* (Netherlands)

Plenary Session

16.45 – 17.00
Summing up, Expectations, Preview Coming Years and Closing:
• *Rick Tucker* (UK, chair steering committee)

17.00 – 17.30 **General Assembly for members**

17.30 – 18.00 **Reception**

Workshops/Parallel presentations:

Track **'Service Specific':**
Service specific experiences with training in the management of aggression in various settings

Track **'Physical Interventions':**
European exchange of good practice in physical interventions as a means to the end of overall security/safety; comparison and try out of different approaches

Track **'In-depth Themes':**
Thematic presentations/workshops (advanced learning) to gain more insight into specific themes or topics relevant for trainers



General information

Language

The official language of the conference is English.

Venue

Amsterdam Arena

Arena Boulevard 1
1101 AX Amsterdam Zuidoost
Postbus 22981, 1100 DL Amsterdam Zuidoost
Tel. 020 - 311.1333
Fax. 020 - 311.1380
E. info@amsterdamarena.nl
W. www.amsterdamarena.nl

The Amsterdam Arena and full-service caterer Maison van den Boer are partners in this multifunctional and international stadium. The modern and multifunctional facilities of the stadium and creative, high quality contribution of Maison van den Boer will make this gathering a successful event.

Find your way to the Amsterdam Arena

From direction of Utrecht:

On the A2 towards Amsterdam take junction 1 for Ouderkerk a/d Amstel/Duivendrecht and follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

From direction of Den Haag/Haarlem:

Stay on the A9 and at Holendrecht intersection follow signs for Almere/Amersfoort/Amsterdam. On the A2 towards Amsterdam take junction 1 for Ouderkerk a/d Amstel/Duivendrecht and follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

From direction of Zaandam/Den Haag:

From the A10 ringroad follow signs for Utrecht. On the A2 towards Utrecht take Ouderkerk a/d Amstel/Amsterdam Zuidoost junction and then follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

From direction of Amersfoort:

On the A1 towards Amsterdam take turning at Diemen intersection for A9 towards Amsterdam Zuidoost/Schiphol/Haarlem. Then follow signs for Amsterdam/Zaanstad. On the A2 take junction 1 for Ouderkerk a/d Amstel/Duivendrecht and follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

To park at Transferium/P-1:

Drive straight on and follow signs for Amsterdam Zuidoost/Diemen/Venserpolder. Then turn right at Transferium/P-1 junction.

Public transport

Train

NS Duivendrecht (North) and NS Bijlmer Arena (South) are within walking distance of the stadium. Both stations have good connections to all major national railway stations (including Schiphol Airport) in the Netherlands.

Bus

Accessible by local bus routes 29, 158, 174, 177 and 178. See Routeplanner for times.

Subway

The Strandvliet Arena (North) and Bijlmer Arena (South) underground stations are within walking distance of the stadium. Subways 50 and 54 stop at these stations.



Zuidtangent

The Zuidtangent bus runs from Haarlem station via Hoofddorp and Schiphol to Amsterdam Bijlmer Arena. From Bijlmer Arena station you can walk easily to the stadium.

Exhibition

There will be an opportunity for a variety of companies, institutions and organisations to present themselves at a separate exhibition and sponsor the conference. Please feel free to contact the operational conference organiser for further information.

Operational Conference Organiser

Oud Consultancy & Conference Management
Hakfort 621,
1102 LA Amsterdam,
the Netherlands
Tel. ++ 31 (0)20 409 0368
Fax. ++ 31 (0)20 409 0550
E. conference.management@freeler.nl
W. www.oudconsultancy.nl

ENTMA Steering Committee

Rick Tucker (UK) (chair)
Yvonne van Engelen (Netherlands) (secretary)
Ronald Vestergaard (Denmark) (treasurer)
Gernot Walter (Germany) (pr officer)
Gail Miller (UK)
Susanne Tosch (Switzerland)
Kevin McKenna (Ireland)

Secretariat ENTMA Association

c/o CONNECTING
Hakfort 621
NL - 1102 LA AMSTERDAM
The Netherlands
Tel. + 31 (0)20 409 0363
Fax. + 31 (0)20 409 0550
E. info@entma.eu
W. www.entma.eu



General information

Hotel Information

As recommended by Amsterdam Arena:

AC Restaurant & Hotel Amsterdam *** 6 km
 Provincialeweg 38 1108AB Amsterdam Tel.: +31 (0)20 - 312.1416
www.tulipinnamsterdamriverside.nl

Campanile Amsterdam Zuidoost Hotel *** 6 km
 Loosdrechtdreef 3 1108AX Amsterdam Tel.: +31 (0)20 - 696.1129
www.campanile.com

Bastion Hotel Amsterdam/Amstel *** 4 km
 Verl. van Marwijk Kooistraat 30 1096BX Amsterdam Tel.: +31 (0)20 - 663.4567
www.bastionhotel.nl

Mercure Amsterdam aan de Amstel **** 5 km
 Joan Muyskenweg 10, 1096 CJ Amsterdam, Tel.: +31 (0)20 - 665.8181
www.accorhotels.nl



Further, Amsterdam offers a blend of history and culture with the dynamics of a trendy metropolis. The city offers a great range of hotels of different categories. The conference fee for the two day conference includes admission to all presentations, conference materials, certificate of attendance, conference program, conference proceedings, reception, lunches, teas and coffees. The conference fee does not include travel and accommodation. If you wish to book accommodation or attend a social program, please contact
www.amsterdamtourist.nl,
www.visitamsterdam.nl or
www.hotels.nl

Special Conference Dinner Cruise

A special evening dinner cruise in and around Amsterdam, including a dinner buffet and drinks has been arranged with the Columbus on Monday evening from 19.30 till 22.30 hours at an all inclusive price of € 75,- per person.



While sailing, dining and enjoying a romantic evening on the waters in and around Amsterdam, this dinner cruise will offer you the opportunity of a social gathering with (international) colleagues and the possibility to exchange or do some networking in an informal and relaxed ambiance on board of the Columbus.

This attractive ship dates from the year 1920 and has been sailing the rough Zuyder Zee in the Netherlands in the past, before the reclamation. The Columbus radiates its own personality and still offers its guests a romantic atmosphere. The two salons, built on top of the original hull maintain the intimate atmosphere from the olden days and a delightful bar and dance floor can be found in the interior of the ship.

No sea legs are required nowadays and you can enjoy the always changing scenery of the waterways in and around Amsterdam, while sailing smoothly from harbour to picturesque fishing village. The upper deck offers the opportunity to get a breath of fresh air when needed. Inside guests can retreat in the charming bar for a typically Dutch drink and a chat. The beautifully decorated salons are connected by a huge stair in a functional use of space whilst maintaining the desirable intimate atmosphere for a relaxing social evening. Seeing the ship means 'changing tack'.

We regret that no refund of dinner fees can be made regarding cancellations and requests for refunds. However, you are allowed to nominate another person to use your ticket for this evening dinner cruise.

Conference Registration and Payment

If you are booking a group of 10 or more participants to attend the conference, each participant receives a 10% discount. To be eligible for this discount, all applications must be sent together in one batch, and the total of all fees must be paid together in one amount.

Please note that confirmation of registration takes place only after receipt of the conference fees. All applicants will receive an acknowledgement of receipt by e-mail or mail of their registration form. However, confirmation of the official registration will thus only take place after having received the full payment of the conference fees.

There will be € 100,- handling charge for cancellations and requests for refunds. Such requests should be applied for in writing by 1st of October 2008. We regret that after this date no refund of fees can be made, however, you are allowed to nominate another person to take your registration. All accepted refunds will be made after the conference.

Disclaimer / Release and waiver of liability

In the very unlikely case of the occurrence of extraordinary events (e.g. natural disasters, state of emergency, outbreak of war) beyond the control of the conference organizers, Oud Consultancy have the right to immediately alter or cancel the conference or any arrangements, timetables, plans or other items relating directly or indirectly to the first 2008 conference of ENTMA. In such a case the participants shall not be entitled to any compensation for damages that result from such alteration or cancellation.

Furthermore, with the exception of any wilful damage or gross negligence committed by Oud Consultancy, the conference organizers shall at any time not be liable for any direct or indirect damage suffered by the participants, including consequential and immaterial damage caused by failure to comply with any provision of this document.

Conference fees

Conference fees / Dinner cruise	Before 1-10-08	Before 1-10-08	After 30-9-08	After 30-9-08
	Payment by Bank transfer	Payment by Creditcard	Payment by Bank transfer	Payment by Creditcard
Congress fees	€ 399,-	€ 419,-	€ 449,-	€ 471,-
Special Conference Dinner Cruise	€ 75,-	€ 79,-	€ 75,-	€ 79,-

Registration and Payment

Conference fees

Please tick the appropriate box	Before 1-10-08	Before 1-10-08	After 30-9-08	After 30-9-08
	Bank transfer	Creditcard	Bank transfer	Creditcard
Conference fees	<input type="checkbox"/> € 399,-	<input type="checkbox"/> € 419,-	<input type="checkbox"/> € 449,-	<input type="checkbox"/> € 471,-
Conference Dinner Cruise				
Number of persons: <input type="text"/> x	€ 75,- = € <input type="text"/>	€ 79,- = € <input type="text"/>	€ 75,- = € <input type="text"/>	€ 79,- = € <input type="text"/>
Total	€ <input type="text"/>	€ <input type="text"/>	€ <input type="text"/>	€ <input type="text"/>

- I declare that I have read the general information and registration and payment conditions and I agree with the release and waiver of liability policies, the disclaimer, as well as the policies regarding cancellations and registration refunds.
- In consideration of my participation in the first 2008 conference of ENTMA, the European Network of Trainers in the Management of Aggression, I do hereby release, discharge and hold harmless Oud Consultancy and cosponsors, from any and all liability by reason of any damage, loss, expense, or injury arising from my participation in this event, including that caused solely or in part by the fault (including but not limited to negligence, gross negligence, and recklessness) of the above-named parties. This release and Waiver of Liability shall be binding on my heirs, executors, administrators, successors, and assigns.

Mr Ms

First Name

Family Name

Street

Post ZIP Code

City

Country

Tel.

Fax

E-mail

Payment (no cheques)

- I have deposited my payment (free of charges for the recipient) in bank account number 68.13.06.157 of the ING Bank, Amsterdam, The Netherlands, in the Name of Oud Consultancy, Hakfort 621, 1102 LA Amsterdam and have mentioned my Name for ENTMA 2008. For international payments use our (IBAN) International Bank Account Number: NL56 INGB 0681 3061 57, and (BIC) Bank Identity Code: INGBNL2A.
- I authorise Oud Consultancy to debit my credit card for € , - Visa Master American Express

Name Card Holder

Card Number Visa/Master - - -

Card Number Amex - -

Card Verification Code (CVC) Visa/Master Expiry date /

Card Verification Code (CVC) Amex Expiry date /

Date (date/month/year) / /

Please fax your completed registration form and indication of payment to
 + 31 20 409 0550, or send it by mail to Oud Consultancy & conference management,
 Hakfort 621, 1102 LA Amsterdam, the Netherlands.

Signature: _____



European Network of Trainers
 in the Management of Aggression