



Differentiating The Mandt System from Other Programs

We understand that ensuring you meet the appropriate training needs of your staff, and safety for all in your service is a significant responsibility. We also appreciate that many factors over and above cost alone will inform the decisions that you make to meet the unique needs of your staff and service users.

In the spirit of transparency of our position and recognizing your need to explore a range of training solutions, we offer you the attached Instructor Training Cost Comparison Tool as a downloadable PDF. While we cannot complete sections for other training providers or offer any guarantee that we will be a cheaper option we hope that this tool enables you make an informed and tutored decision to best meet your needs and do so in the spirit of partnering to aid you as you navigate the meeting of your organizational training needs.

One of the most commonly asked questions we receive is about how we are different from other programs offered by organizations such as TCI, JKM, CPI etc.. This is always a difficult question to answer, in part because our expertise is the Mandt System rather than another system and also because often times the comparison being sought does not compare “apples to apples”.

Many people who have changed from other approaches to The Mandt System® tell us that the most significant difference they found is that in The Mandt System we operate with a supported learning and development approach rather than as a training program approach. We teach principles that underlie behavior, not just techniques to respond to behavior. The difference here means that we are certifying individuals based upon an assessment of knowledge that requires completion to 100% of assessed learning. On this basis we are able to empower certified individuals greater judgement to make educated and professional assessments of what curricula they in turn need to deliver at a student/participant level rather than prescribing a narrow set of options that must be trained to all staff irrespective of need.

A second major difference, we have been told, is that we focus more on prevention of aggressive behavior than any other program. In a recent review of The Mandt System®, a work group in Ontario rated The Mandt System® as meeting 100% of the required criteria for prevention using client critical information, and 96% in both methods to prevent and/or de-escalate, as well as in the train the trainer model we use. Over half of the time spent in training in The Mandt System® is in prevention, another third in de-escalation, and a small percentage of time in actual physical intervention.

Additionally learning and development is all that we do. Some organizations that teach the prevention and, if needed, use of restraint, derive more of their revenue from the products and materials that they require to be used to deliver the training, than from the training itself. We believe that our faculty of professionals and experience since 1975, coupled to a constantly renewed and updated evidence based curriculum are enough to allow organizations to create meaningful change in the workplace, promoting positive and healthy relationships without us selling additional tools to implement the learning over and above the already high investment made.

Finally we believe that a true partnership approach is what we offer and this may or may not be something that comes as standard through other providers. What this means is that as you progress on your journey to create healthier workplaces we want, where you allow us to walk alongside. We want to learn with you and from you about what is working well and where the challenges are coming so that we can continually look to develop and offer solutions. One of our customers who transferred to The Mandt System after years with an alternative shared with us that the difference between Mandt and other providers shows when things get difficult. The customer shared how following a staff injury the prior provider immediately took the position that for an injury to have occurred the staff must have been doing something wrong. When the customer raised an issue with the Mandt System, the response offered was can we look at this issue with you and see what we may be able to learn so that staff are better equipped for next time. The customer tells us that the whole manner and tone of this engagement spoke to our philosophy and integrity as being ‘healthy relationships in action’ and that would be our wish for all of those who partner with us now, tomorrow and in years to come.



FAQ Differentiating The Mandt System from Other Programs

Frequently asked questions:

1. Cost of certification of instructors: This cost is relative to the level of their certification but most instructors certify at the Relational, Conceptual, and Technical levels which includes the physical skills and is a 5-day certification for 2 years at the current cost of \$1425.
2. Cost of recertification of instructors: This cost, again, is relative to the level of their certification but most instructors certify at the Relational, Conceptual, and Technical levels which includes the physical skills and is a 3-day recertification every 2 years at the current cost of \$1,075.
3. With this recertification your instructors receive new materials to use for their following 2 years of certification as we review our curriculum every 2 years to ensure we are current with all best practices and regulations in North America.
4. You do not pay an annual fee to retain your certification with The Mandt System. Your certification or recertification fee for the two years covers you until your recertification date. To retain your certification you are required to teach a minimum of the Relational Skills once a year.
5. Cost of Student Manual: This cost again is relative to the chapters you are teaching your staff. We provide you with a copyright release as a certified instructor to use our materials throughout your certification period. You do not purchase student resources from us but rather duplicate the resource for your staff. The cost of duplication varies relative to chapters you are teaching so could be approximately between \$5.00 - \$10.00 as it depends on your duplication provider.
6. You do not pay The Mandt System for every staff you certify by way of purchasing their certificate. Once you have trained your staff you complete a course report in our on-line system which in turn generates your report along with certificates for each of your staff you trained which can be printed for them or emailed to them directly through our system. There is no additional cost for this service.
7. Certification of your team on their initial certification, we recommend a 3-day initial training if you are teaching all 10 chapters of our program. Some organizations use a 2-day training when they teach chapters 1-3 and 7-10.
8. The recertification of your staff could be a 4 hour – 8 hour depending on the number of chapters you are teaching. Our recommendation is 1-day to 1.5 days for recertification when you teach all 10 chapters. Our belief is that organizations want their staff to be equipped with skill sets to build healthy relationships within their workplace resulting in a safer workplace.
9. The Mandt System standard of recertification of your staff is annually which is the same as most programs.
10. If your organization chooses to recertify your staff every two years this is an organizational decision although we recommend your accreditation body or funder verify with you their definition of 'annual' as our standard is 365 days.

I trust these answers assist you in completing your cost comparison. There may be some cost savings that are not reflected on the cost comparison tool such as the data we receive from organizations indicating significant decrease in their WCB fees and decrease in staffing costs due to staff retention and consistent attendance at work.