Since 1975, our focus has been on building the kind of healthy relationships that develop trust and empower people in all kinds of settings to create environments where dignity and respect are more than words. Our focus has been, and continues to be, on building trust in and supporting people, not just their behaviors. Building positive, healthy relationships in places where people live, learn, work and play is the ultimate goal of our training programs. We are now raising the bar to a higher standard of service to empower all people to feel safe.

The Mandt System has provided the framework for staff training and development to increase workplace safety throughout the United States, Canada, and Australia in all human service sectors. Our unique combination of relationally based training, trauma informed services, neuro-sensory integration, and positive behavior support provide organizations with the most comprehensive program to do more than crisis intervention and anger management.

“Train the Trainer” is the model we use for helping organizations provide staff with the skills needed to build healthy relationships. After we have taught people the skills to build healthy relationships, we focus on understanding that all human service organizations and service businesses do their work in the context of staff to staff relationships. We believe that the better the quality of staff to staff relationships, the better the quality of the work done. Most of the programs we teach can be used in any setting where people are paid to provide services to others.

Since 1975 we have partnered with organizations worldwide to create healthy relationships

I really like The Mandt System and its’ concept of teaching people the importance of building relationships and treating people with dignity and respect. And not just mentioning these concepts, it is the main focus of the program. I was actually a part of the curriculum review team for APD. While MANDT was not one of the curriculums I reviewed, it is the one I chose to use with my organization.

Debbie Gibson Lee
Quality Assurance Director,
Comprehensive Community Services, Inc.
Why are so many Organizations choosing The Mandt System®?

The Mandt System® is a person-centered, values-based process that was developed to encourage positive interaction with others. The concepts offered in The Mandt System® clearly promote respect and dignity for all people. There is emphasis on the team approach to ensure well-being and safety in both non-physical and physical interactions.

The Mandt System® builds on skill development through a system of gradual and graded alternatives for de-escalating and assisting people using a combination of interpersonal communication skills, conflict resolution strategies and physical interaction techniques.

The goal is to assist others in managing themselves and the safety of all involved through skillful, non-physical means. Physical strategies are also taught to provide additional 'least restrictive' options in the event the person poses a clear threat of substantial harm to self or others if physically unassisted.

This training is used in Health, Mental Health, Social Services, Community Living, Disability Services, Corrections, Justice, Policing and Educational sectors as well as Resource and Services Industries. We are also accredited to provide International Continuing Education Credits.

The Mandt System® meets or exceeds major accreditation requirements

- J.C. The Joint Commission
- C.A.R.F. The Commission on Accreditation of Rehabilitation Facilities
- C.O.A. The Council on Accreditation
- CET./SFO Creating Excellence Together/Striving For Quality — Alberta

The Mandt System® Philosophy

The entire philosophy of The Mandt System® is based on the principle that all people have the right to be treated with dignity and respect.

The Mandt System® encourages and teaches the use of a graded system of alternatives which uses the least amount of external management necessary in all situations.

We believe that all individuals should be seen as people first. We should avoid unnecessary references to their differences.

Every person has the right to equality and the right to the least restrictive and most appropriate environment.
Key Features

- Over half the time spent in training focuses on prevention of violence and aggression.
- Trauma Informed Services is integrated into the entire Mandt System® training program.
- Electronic copies of student manuals, PowerPoint™ presentations and resource materials are provided to all certified instructors.
- Teaches:
  - skills to de-escalate and interact with the people who are uncooperative, angry, aggressive or violent.
  - how to manage our own behavior first.
  - skills for working with The Crisis Cycle model for assessment and interaction.
  - skills for using a graded system approach to managing crisis situations.
  - skills for building strong, positive therapeutic relationships.
  - skills for helping, guiding, and assisting cooperative people who need support for basic body movement tasks.
  - physical interaction skills that have been evaluated for safety by a biomechanical engineer.
  - an effective strategy for managing challenging behaviors that is based in prevention, early interaction, and de-escalation before the behavior escalates.
- Curriculum:
  - is comprehensive and flexible.
  - has evidence-based practice data.
  - meets most accreditation, statutory and regulatory standard requirements.
  - integrates with most treatment models and includes skills for Positive Behavior Interventions and Supports (PBIS).
  - philosophy requires treating all people with dignity and respect.
  - physical skills do not cause physical pain or discomfort.
  - is a train the instructor design allowing each agency to have its own in-house training faculty.

Key Benefits

- By preventing violence and aggression, people are safer and the organization saves money in lower costs to treat injuries.
- By understanding the context of the behavior of individuals served, staff respond instead of react and address the safety needs of all people.
- Organizations save a great deal of money by not having to pay for student manuals, training materials, or other costs associated with training.
- Skills:
  - increase the quality of staff relationships and the therapeutic environment.
  - build confidence in responding to events and reduce fear in crisis situations.
  - create an environment of dignity and respect that support positive interactions with others.
  - support the development of positive attitudes and philosophy for crisis situations by the instructors and trainees.
  - reduce the frequency, intensity and duration of physical restraint incidents.
  - reduce the need of physical interactions overall.
  - provide basic tools and techniques for a safe and respectful workplace.
  - reduce crisis incidents resulting in less workplace stress.
  - taught are useful for work, home and community.
- Training:
  - provides information about prevalence, effects, and recovery from traumatic events.
  - aligns with Positive Behavior Support which provides consistency in training, language and application.

Call 1-800-810-0755 for more information or register online at www.mandtsystem.com
What you will learn...

The Relational, Conceptual and Technical Levels of training are designed to help those interacting on a daily basis with people/students who may become confused, disruptive, uncooperative, and aggressive. These three levels provide the necessary interpersonal non-physical and physical skills needed for use in most situations. We emphasize the use of a gradually progressive system of alternatives that involves the least restrictive means of interpersonal and physical interaction. The interpersonal skills from the Relational Level training are reviewed, practiced and used throughout the Conceptual and Technical learning. During the workshops, a high degree of dignity and respect is designed and maintained throughout the lectures, instructions, activities, and skills acquisition sessions. The Relational/Conceptual and Technical Level ‘Train the Trainer’ training requires 5 full days. Staff training may be built on 1 day workshops.

Relational Level training with 3 chapters
- **Building Healthy Relationships** — Foundational Beliefs, Working as a Team, Dealing with Emotions, Causes of Stress, and Crisis Cycle.
- **Building Healthy Conflict Resolution** — Communicating through Problem Solving, Problem Solving Technique.

Conceptual Level training with 4 chapters
- **Trauma Informed Services** — To help staff better work with people who have experienced trauma.
- **Positive Behavior Supports** — Supporting people, not just their behaviors.
- **Legal and Liability Issues** — Foundational legal and liability issues regarding support.
- **Medical Risk Factors** — An overview of risk factors in use of physical restraint.

Technical Level training with 3 chapters
- **Assisting** — Body Mechanics, stances, physical supports to assist people.
- **Separating** — Physical techniques in separating people.
- **Physical Restraint** (prerequisite is other Technical chapters)

Customized training reduces cost and creates effective time management. Instructors are not stuck with a “one-size fits all” method. Within the guidelines each class can be tailored to provide the skills that are necessary and relate to the staff’s function in the organization.
Organizational Training

The Relational, Conceptual and Technical Levels of certification are contained in a 5 day ‘Train the Trainer’ program. Organizational staff training is designed with options for 1/2 day up through 3 day workshops building on learning.

Each instructor is certified for a 2 year period with recertification required every 2 years.

All certified instructors receive access to FREE resources to facilitate their staff training sessions.

Additional Training

Advanced Technical provides in-depth training in addressing behavior that poses a significant threat of armed and unarmed attacks. This is a five day train the instructor program. Must be a certified Technical level instructor to qualify for the Advance Level.

Additional Tracks

• Mandt System® Skill Development Programs
• Mandt Leadership Programs

What People Say...

“MANDT has turned our agency around!!!!!!!!!!! I LOVE training this system and have seen how effective it can be.”

Carmen Embrey
Program Manager,
Evansville ARC, Evansville IN

“I always enjoy talking with people about how I feel the Mandt System can benefit people in their professional and their personal lives. It is a program that works best when it is embraced by the participant. I am truly honored to be associated with such a great group of people...”

Lugen Lutz,
Human Resources Director,
Big Lakes Developmental Center, Inc., Manhattan KS

“The Mandt system far surpassed even our own expectations in reducing our staff dependency on restraints in working with challenging people with developmental disabilities since we started utilizing the Mandt system in mid-year 2004. Our organization has a completely different philosophy in working with challenging situations that the Mandt system has contributed to substantially that has allowed us to flourish in regards to growth and stability for all those we serve.”

Wayne H. Harvey
Chief Operations Officer,
Independent Opportunities