



The Mandt System®



# MANDT FOR FAMILIES

BUILDING HEALTHY RELATIONSHIPS SINCE 1975



# WHAT IS THE MANDT SYSTEM?

Since 1975, The Mandt System® has helped to build positive, healthy relationships in places where all people live, learn, work and play. Our focus is on building trust in and supporting people, not just their behaviors. To achieve these results, we teach the concepts of healthy relationships, healthy communication and healthy conflict resolution.

Tens of thousands of people have used The Mandt System® across many industries like education, mental and behavioral health, corrections and policing, social services, healthcare and disability services. Our clients have shared with us the successful impact The Mandt System® has had on their organizations and the people they serve. It is our hope to bring positive changes to your family, as well.

“Secret Harbor has been training our foster families in the MANDT techniques since 2014. We have seen many successful placements due to the high quality of relationship building that MANDT emphasizes.”

Cori Peck  
Social Services, WA





## INTRODUCING MANDT FOR FAMILIES

The Mandt System® is excited to introduce the Mandt for Families e-learning training program. Mandt for Families is completely online, mobile-friendly and open to any family, anywhere. The course is only 120 minutes from start to finish and covers the core principles and foundation of The Mandt System®: healthy relationships, healthy communication and healthy conflict resolution.

Mandt for Families is a person-centered, values-based process that encourages positive interactions among all family members. The program provides a simple yet effective way of introducing the concept that if you can manage and control yourself you can then better interact with other people. New behaviors are taught to replace behaviors labeled as challenging. This replacement behavior serves to support and empower family members to feel safe in their relationships. This feeling of safety and empowerment opens the doors to healthy development, growth, learning, work, play and living.

By using The Mandt System®, your family can build a strong foundation in which all people can say: **"In this place, and with these people, I feel safe."**

"Ever since we've had the training, we have not had an incident like we had prior. We really put this to work and it's been beneficial for us and our son."

Megan and Jeremy Dotson

"A family does not have to be perfect; it just needs to be united."

Anonymous



## WHAT YOU WILL LEARN

Mandt for Families is clear, concise and easy to understand, designed with the ultimate goal to bring about positive change to your family. Through this program, your family will benefit from the relationship building and crisis prevention techniques proven effective time and again with thousands of Mandt System clients.

Mandt for Families is a game-changer, eliminating the need for families to come to an in-person training, take time off from work and find child care. By offering the course in a completely online format, you can complete it anywhere of your choosing and on your own time. You can start and stop it, rewind, and go back if you get interrupted.



# 1

### Chapter One Learning Objectives - Building Healthy Relationships

- All people, including all family members, have the right to be treated with dignity and respect
- The importance of approaching parenting and caregiving as a relationship-based process
- How to choose the interactions and interventions that best meet the needs of your family members
- How to identify the basic differences between emotion and behavior
- Management of our own emotions as an important step when working with a person who is experiencing strong emotions
- How to identify the causes and consequences of stress
- An understanding of basic human needs and their importance in building and experiencing healthy relationships

## Chapter Two Learning Objectives - Building Healthy Communication

- The importance of positive communication in building strength in relationships with your family members
- How to define the major elements of communication and assess the importance of what we think, what we say, and what we do in our communication with others
- How to identify the behaviors of nonverbal communication and to recognize the importance of having self-awareness of our nonverbal communication with others
- The importance of active and reflective listening
- How to understand behavior as a method of communicating
- The importance of discussion after incidents as an important step in preventing future crisis



## Chapter Three Learning Objectives - Building Healthy Conflict Resolution

- The importance of positive communication in building trust in relationships with your family members
- Understanding how we perceive things and how it affects communication and problem solving
- How stress affects communication
- Understanding empathy in communication
- Understanding conflict resolution as a problem-solving process that is necessary in healthy relationships
- Comprehension of the Mandt System's Crisis Cycle, which explains how situations escalate and how to use prevention and de-escalation measures in each phase of the cycle

"Our agency staff are trained in The Mandt System®...When families also receive this valuable training, it provides consistency for the individual- they are treated with the same dignity and respect they are accustomed to at their service sites, and also now while at home with their families. We've seen an improvement overall with their quality of life because of this. "

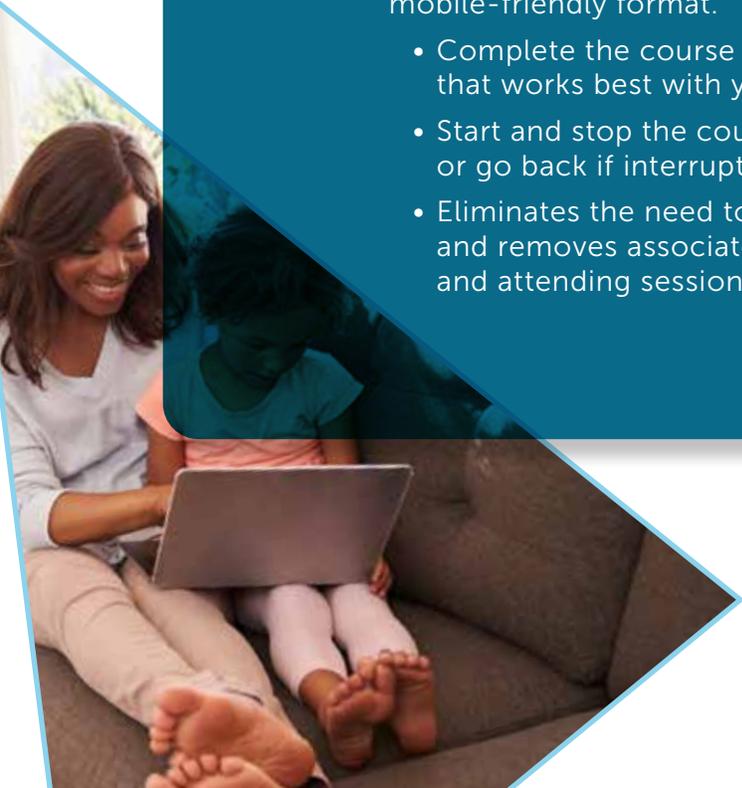
**Heather Brown**  
Adults with Disabilities, KS



## BENEFITS OF E-LEARNING

Like most families today, bringing every member together at one time can present its own unique challenges. We developed Mandt for Families with the goal to help your family build healthy relationships in a convenient and mobile-friendly format.

- Complete the course wherever you choose and at a time that works best with your family's schedule
- Start and stop the course at your convenience, and rewind or go back if interrupted or to review previous material
- Eliminates the need to attend in-person training sessions and removes associated burdens, such as finding childcare and attending sessions after hours



# HOW TO PURCHASE/PRICING

Please visit our website at [www.mandt4families.com](http://www.mandt4families.com) for more information on pricing and how to purchase.

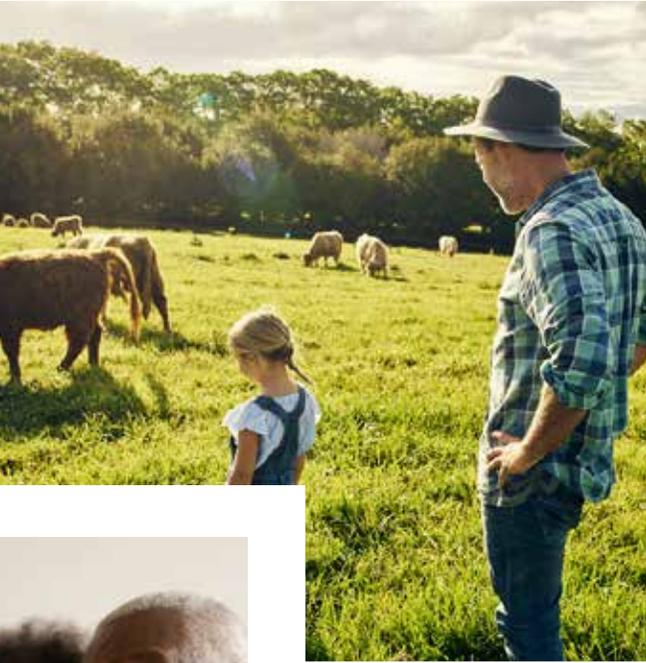
"The Mandt System® challenges you to take off your blinders and begin to value people and their contribution rather than react to a label or behavior. Building Relationships is the bridge from reaction to responding..."

Karen Wood-Middleton  
Education, TX

# CONTACT INFORMATION

Visit [www.mandt4families.com](http://www.mandt4families.com) or contact **Mary McKenzie**, Family Liaison Consultant, at [mary@mandtssystem.com](mailto:mary@mandtssystem.com) or **1-800-810-0755**. Follow us on Facebook and Twitter [@Mandt4Families](https://twitter.com/Mandt4Families).





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