



WARN INTERNATIONAL
COURSE LIST
2021 / 2022

A man with short brown hair, wearing a blue blazer over a black shirt, is smiling and looking towards the camera. He is holding a small object in his right hand.

MANAGE STRESS

ENHANCE COMMUNICATION

IMPROVE SAFETY

ABOUT US

WARN is an acronym for Wellness, Awareness, Resiliency, & Negotiation. We focus on three pillars of support for total wellbeing – Communications, Safety, and Adaptability (Resiliency) – using contemporary researched practices from neuroscience, emotional intelligence, and positive psychology.

With increasing anger and aggression, a common workplace stressor is holding difficult conversations with others. Communicating more effectively reduces the negative impact. Safety is rightfully a major focus today, enhancing safety by remaining fully focussed across the day reduces the chance of harm. Maintaining personal wellbeing mitigates the stressors of today's ever-changing environment.

WARN has a range of unique verbal and non-verbal communication strategies when managing people affected by heightened emotions and for the vulnerable amongst us. Our safety programmes utilise the psychology of safety to remain situationally aware and respond to risks. Adaptability, referred to as resilience, is our ability to manage the pressures of a busy life and is imperative to support good health and wellbeing.

Our programmes are modified to suit your unique environment and focus on your specific needs. Our courses contain advanced practices that add to your team's skill level.

Most programmes are no longer than 3.5-hours duration. For efficiency, we provide two of these workshops in a single day. For more demanding roles a full day coaching is recommended. With no limit on numbers attending the keynote presentations, 15 to 20 is the optimum number for workshops. We deliver at times to suit your schedule including evenings and weekends.



LANCE BURDETT

FOUNDER, MANAGING DIRECTOR AND COACH



Following a successful career in the construction industry, Lance spent 22 years with the NZ Police, becoming the lead crisis negotiator. Qualifying in NZ, Australia, and with the FBI, Lance taught crisis intervention to police & prison negotiators. He was described by senior police as “The most qualified and highly skilled negotiator within NZ Police”, training and operating with the elite tactical teams of Police, Corrections, Fire, emergency responders, the Military, and the FBI.

Qualifying as a Personal Protection Officer, Lance oversaw the protection of the Prime Minister, international dignitaries, and people on the witness protection programme. He was the principal security officer for NZ athletes at the 2010 Delhi Commonwealth Games and the 2012 London Olympics. As a commissioned officer, Lance directed the immediate response to the full range of critical incidents and was a senior detective leading investigation teams on complex criminal cases.

Responsible for recruitment and training of the Police Emergency 111 call centre staff, Lance developed and delivered coaching programmes on handling emotional conversations and personal resilience. His resiliency programme is part of the NZ Police mandatory training.

Lance has a Master of Arts Degree, majoring in terrorism safety & security. He received a Graduate Diploma in Business Studies, a Diploma in Policing, and a Graduate Certificate in Applied Management. He is working on a Diploma in Positive Psychology.

Lance published the bestselling book – Behind the Tape, Life on the Police Frontline – detailing highlights of his police career as well as his personal story of depression and suicide. His second book – Dark Side of the Brain, Adapting to Adversity – another bestseller, focuses on total wellbeing. He is writing a third book on managing anxiety.

Lance is a regular commentator for the media and provides inspirational keynote presentations as well as coaching workshops.



PRACTICAL PROGRAMMES THAT WORK

Mental ill-health is in many families in the world. If it is in your family right now you are probably thinking of that person and your mood lowered. To lift yourself, take a long deep breath and sigh out forcefully. Now quickly try to think of something, it's near impossible to do so.

Information entering our brain is tagged with an emotion (limbic system), sent to our memory (hippocampus) for comparison, then forward to our executive centre (pre-frontal cortex) to act.



Why is this important? Understanding how the brain processes information allows us to not only help ourselves in stressful situations but to understand others. Knowing how people are likely to react in various situations allows us to better prepare and respond positively.

Advances in neuroscience (brain imaging) provides us with a greater understanding of human behaviour. In turn, advances in understanding emotional intelligence – our ability to perceive, evaluate, and respond to any emotion – assists us to better manage people in emotional states. Furthermore, communication is changing with each generation becoming more empathic than the last. Words are now inclusive, less blunt, and said without an apology to provide increased engagement.

WARN International is a world leader – we present our programmes globally – in bringing neuroscience, emotional understanding, and contemporary communications to organisations. Furthermore, we utilise internationally recognised safety response techniques that work with the brain's natural responses. Training staff in self-defence tactics increases the risk of harm, validating the emotion or distracting attention reduces risk.

To provide additional reassurance that WARN International programmes are effective and flexible, please review our list of ongoing clients.

PERSONAL RESILIENCE

MITIGATING STRESS AND BURNOUT

Promoting wellbeing with topics on overcoming our focus on negative events, reducing worry & catastrophising, and adapting to a busy world.

Objectives:

- Understand how our brain processes information.
- Learn why emotions are important.
- Manage uncertainty, adversity, and change.

Topics:

- Understanding our brain – With a negativity bias, up to 80% of our memory is of bad things which increases the effects of fight-flight-freeze that leads us to worry & catastrophising. Talking, reading, and writing helps us overcome this automatic process.
- The impact of Covid changes – Managing uncertainty reduces overthinking.
- Regaining control – Practical activities to keep focussed and bring structure to the day.
- Overcoming emotional events – Eliminating the accumulation of adverse events.
- Manage emotions – Getting curious about negative emotions to reduce their impact.
- Handling change – Reducing the uncertainty around change with simple techniques.
- A growth mindset – Our mind is not set; it runs in patterns. Breaking patterns makes us adaptable & flexible.
- Practical exercises – A range of practical written exercises to balance our lives.
- Managing personal stress – Tips on how to; boost energy and self-motivate, switch off after a busy day, and get a full night's sleep.

Benefits:

- Reduced stressors.
- Increased motivation.
- A resilient workforce.



LEADERSHIP

COMMUNICATION SKILLS

Enabling supervisors to communicate more effectively using contemporary techniques.

Objectives:

- Identify the key elements of contemporary communication skills.
- Manage people who are in heightened emotions.
- Safely manage someone who is struggling with their mind (mental) health.

Topics:

- Understanding human behaviour – The greatest leaders have one thing in common, they understand people.
- Contemporary communications – Words are now inclusive, less blunt, and said in a way to engage and motivate.
- Negotiating the challenges – tips and techniques used by crisis negotiators to influence people.
- De-escalation techniques – Quickly de-escalate and engage with those who suddenly cry, become angry, or use aggression.
- Advanced communication techniques;
 - Triple A© - reduce heightened emotions.
 - Triple Sentence© - deliver a difficult message.
 - 'I' - Message – when a stronger message is required.
 - Triple Request© - direct someone who is not responding.
- Managing those who are struggling – Identify the signs that someone is struggling with negative thoughts including suicidal ideations, what to say and where to say it to maximise engagement, and whom to refer people to for support. 'Shake and take.'
- Debriefing incidents – Running a positive debrief.
- Managing personal stress – Minimising the impact on yourself from the difficult conversation, the importance of speaking with others, and tools to remain buoyant.

Benefits:

- Engaging conversations with staff.
- Reduced pressure on supervisors.
- Reduced tension in conversations.



MANAGING CHALLENGING CUSTOMERS

For the customer service industry, this course focuses on advanced de-escalation skills.

Objectives:

- Understand human dynamics.
- Utilise the key elements of contemporary communications.
- Strengthen personal resilience.

Topics:

- Why emotions heighten – How certain situations cause an intense emotional reaction.
- Engagement techniques – Simple statements to engage with those who might suddenly cry, become angry or turn to aggression.
- Advanced communication skills;
 - Triple A© - Agree, Acknowledge & Assure to de-escalate those angered;
 - Triple Sentence© - Negative, Neutral, Positive to deliver a difficult message.
 - 'I'-Message – I feel..., when you..., because..., for the aggressive.
 - Triple Request© - Three warnings of caution to someone not responding.
- Managing threats – For those threatening self-harm or harm to others.
- Overcoming emotional dissonance – Reducing the impact when asked to behave in a polite manner that is counter to our natural response, and to limit emotion fatigue.
- Managing personal stress – Practical techniques to mitigate the impact of challenging conversations, to motivate, and to stay alert. Plus, how to forget about work once finished, and the importance of exercise, socialisation, and sleep.

Benefits:

- Reduced contact time.
- Enhanced customer experience.
- Increased employee engagement.



SAFETY & SECURITY

FOR FRONT-OF-HOUSE

For front-of-office staff and those coming to their aid, this course focuses on; advanced communication skills to de-escalate, positive body language with exit strategies for safety, and resiliency techniques for recovery.

Objectives:

- Understand human behaviour when emotions are heightened.
- Advanced verbal and non-verbal skills for volatile situations.
- Identify the steps to take in an escalating situation.
- The role of the first responder.

Topics:

- Understand human behaviour – Why emotions become intensified, the physiological & psychological aspects of challenging situations, and how to swiftly reduce tension.
- Communicating to engage – Advanced skills specific for the most challenging conversations, using voice and tone to affect behavioural change, controlling the venting process, and accurately recounting what was said.
- Reading/using body language – techniques to predict and reduce inappropriate behaviour.
- Advanced communications – The Triple A©, Triple Sentence©, I-Message, and Triple Request© techniques.
- Workshop – Establish a step-by-step response when managing aggressive people; from initial engagement until they leave.
- First responder – Listing the actions of the first responder when assisting colleagues.
- Major emergency response – automatic actions for violent visitors, robberies, and firearm incidents.
- Managing personal stress – Practical techniques to mitigate the impact of challenging events, staying alert, and the requirement of a debrief.

Benefits:

- A safe workforce.
- Increased abilities.
- A resilient workforce.



SAFETY FOR LONE WORKERS

For those who work alone, at night, in high-crime areas, or visit private dwellings.

Objectives:

- Control our reactions when surprised, confronted, or fearful.
- Avoiding danger and remaining situationally aware.
- Identify an immediate response plan for all emergencies.

Topics:

- Our reactions – Controlling the fight-flight-freeze response when faced with danger.
- The importance of preparation – Comprehensively plan and prepare to mitigate risks.
- Situational awareness – Remaining continuously alert to danger.
- Prioritise responses – Listing the options to take with any risk – “stay or go”.
- Simple communication techniques – How to quickly de-escalate and engage with those who might suddenly cry, become angry, or become aggressive.
- Advanced communication skills – Use the Triple A©, Triple Sentence© or Triple Request© when required.
- Personal security – Immediate actions to take if threatened or assaulted.
- Developing a response plan – Construct a single response plan for any situation.
- Personal resilience – Self-management following an incident.

Benefits:

- A consistent response to any emergency.
- Improved awareness.
- Reduced risk.



WORKPLACE CHANGE MADE EASY

Adapting to structural, operational, or cultural change in the workplace, or from the tragic loss of a colleague.

Objectives:

- Know the challenges associated with change.
- Changing mindsets.
- Using setbacks and change to self-motivate.

Topics:

- Learn why change can be uncomfortable – Why we like to run in patterns, identify how we are limited in our thinking, how fear holds us back, and the importance of taking positive action.
- Workplace culture – How workplace culture is formed and linking them back to organisational values for positive change.
- Developing a flexible mindset – How achievements encourage flexibility.
- The 'Triple P©' model – Bringing an independent perspective by examining three dimensions; Personal, Pervasive, and Permanence.
- Moving forward – Recovering from a setback in the workplace.
- Motivation through change – Strategies to make change easier, to become more flexible, and to self-motivate through the challenges.

Benefits:

- Change becomes easier.
- Workplace culture improves.
- A flexible workforce.



PREPARING & RESPONDING TO EMERGENCIES

Covering all emergencies, – civil, criminal, and accidents – developing a comprehensive preparation and response plan.

Major points:

- Identify the types of emergencies.
- Brainstorming to identify response strategies.
- Establishing an operations centre for business continuity.

Key topics:

- Categorising emergencies – List, group, rank and determine the impact of each.
- Developing response plans – Brainstorming to develop and validate preparation and response plans.
- Stay or go – Identify the factors relevant to business continuity.
- Communications and control – Roles, responsibilities, and communication strategies.
- Overcoming obstacles – Mitigating self-control, complacency, and the 'sheep' factor.
- Establishing an operations/control centre – quickly establish a control centre, line of command, and determining decisions.
- Test scenario – Scenario testing to validate the plan.

Benefits:

- A comprehensive plan to mitigate risk.
- A consistent response to all emergency situations.
- Communication is enhanced during an emergency.



CONDUCTING INVESTIGATIONS & INTERVIEWS

Conduct comprehensive investigations and interviews for employment, civil, or criminal events.

Objectives:

- Developing an investigation plan.
- Gathering evidence.
- Conducting interviews.

Topics:

- An overview of investigations, identifying the types, and determining the main phases.
- Examining relevant legislation, case law, and policy to determine the course of action.
- Developing a detailed investigation plan.
- Identifying the tasks at each phase.
- Gathering evidence while avoiding contamination or destruction.
- Interview practices for witnesses, victims, and subjects – a major component of this course, using the internationally recognised PEACE framework.
- Evaluating the evidence for relevancy.
- Finalising the outcome and structuring the final report.

Benefits:

- Accurate investigations.
- Reduced stress on the investigator.
- A professional file.



DEVELOPING EFFECTIVE LEADERS & MANAGERS

Initial Session

The programme begins with a 3-hour workshop on the essential skills to lead and manage staff.

Topics:

- What is leadership and management – the differences.
- Measuring success – goals, financial rewards, organisational growth, low staff turnover, engaged teams, and the intangible.
- Solid decision making under pressure – simplify decision making.
- Effective team meetings – holding motivational meetings.
- Delegation – delegating responsibilities and tasks for empowerment, motivation, and succession planning.
- Performance reviews – conducting positive supervision.
- Supporting struggling staff – guiding staff to appropriate help.

On-The-Job Coaching Challenge

Complete assignments over 10-weeks to strengthen their identified risk areas.

Final Session

A 3-hour discussion workshop on their personal development.

Benefits:

- Increased motivation and goal achievement.
- Supervisors with strong interpersonal skills.
- An engaged and productive workforce where everyone works as a team.



ADD-ONS



The 10-week Challenge

The 10-week challenge embeds the important points from a presentation or workshop. Each week staff focus on a major topic broken down into daily activities. The following week, another topic is introduced, and so on.

Online Learning Programmes

A comprehensive series of professionally produced online modules for additional coaching. A cost-effective standalone product or for ongoing learning.

Staff Surveys

Tailored surveys to assist in the design of your programme or identify the improvements post-delivery.

Alternative Delivery Methods

In-person is the best option however this is not always practical in today's world. We also deliver our coaching services via webinars, videoconferencing, and all remote (virtual) methods.



ADDITIONAL INFO

Professional fees

The agreed fee is inclusive of all; ongoing discussions, preparation of the coaching package, alteration to the programme as requested, and facilitating the coaching session. Additionally, attendees can access a comprehensive document on sleep and have ongoing contact with Lance if they wish to at no additional cost.

Expenses

Dependent on the location, expenses may include mileage, airport parking fees, return flights, accommodation, and Uber/Taxi fares to and from the host Airport. We prepare handouts to be printed by you to reduce cost, our programmes are unique hence we do not use workbooks.

Cancellation

WARN International does not charge a fee for postponements or cancellations.

Confidentiality

WARN International will maintain strict confidentiality of all information obtained during the negotiation and delivery of any agreement. WARN International will abide by and sign any confidentiality agreement you may require of us.

Copyright and Intellectual Property

WARN Internationals' consultation processes, pricing, mode of operation, coaching methodologies, training material and content forms a significant element of our intellectual property. Both companies retain copyright and the intellectual property rights of the aforementioned, together with all documents and materials prepared by both parties. Your organisation, as our client, is entitled to use or copy the resources only for the specific purpose for which they are intended and are not to be disclosed outside of your organisation without the express written permission of the Managing Director of WARN International.





WARN INTERNATIONAL

COURSE LIST - 2021/2022

"Getting the best out of people means working with their skills in a supportive manner."

Speak with them, not to them, and encourage them to challenge themselves - not to compete against others."

- Lance Burdett



WARN
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