



The Institute of Conflict Management (ICM)

A brief history

The need for a national body to be created for those working in the area of preventing and managing challenging and violent behaviour was recognised in 1997. The ICM was registered later that year with Companies House, but incorporation as the only permissible institute in this area would require support from the industry and a Government body.

The inaugural meeting was held in June 1999 and was attended by nearly 70 industry specialist from all sectors. Following a letter of support from the Health & Safety Executive in 2000 the ICM was finally able to fully incorporate as **The Institute of Conflict Management**.

The HSE then agreed to fund the development of the **National Occupational Standards; "prevention and management of work related violence"**. The ENTO would provide the expertise and assemble the technical working group to develop the standards. By July 2002 the NOS were ready to launch and the ICM has been promoting the NOS, and using them to develop guidance and training ever since. (*The NOS were re-developed in 2007*).

The **ICM Foundation Award** was developed in 2003 to provide trainers and others, with certification that demonstrated a knowledge and understanding of the NOS. This award has been delivered to several organisations and continues to gain recognition nationally.

Also that year the ICM announced the launch of the **ICM Quality Award Centre (ICM-QAC)**. The ICM-QAC was designed to provide recognition for those organisation and individuals who could demonstrate robust and auditable systems of operation and quality improvement. Much like any award body approval it requires the ICM-QAC to meet approval criteria and maintain quality standards.

To enhance the training delivered by ICM-QACs The ICM Foundation Award was supported by the **ICM 4 One-Day Awards** that were developed to cover the following training aims:

1. Assessing and controlling the risk of work related violence
2. Preventing and managing challenging and violent behaviour
3. Physical skills Level 1
4. Physical skills Level 2

All these awards all accessible to ICM-QACs to deliver with certification provided by the ICM, adding value to their training programmes.

From 1999 onwards the ICM embarked on a project to register physical skills being used by its membership and other stake-holders. This was done using digital photography to produce an ICM Physical Skills Catalogue. This catalogue would later be used to assist in the development of the **ICM-Physical Skills Tutor Award**.

The ICM-Physical Skills Tutor Award (**ICM-PSTA**) was developed over a 2-year period. The process began by assembling an ICM Physical Skills Development Group which consisted of over 20 recognised experts in the provision of physical skill training. The group identified the core competencies required to train learners in managing physically challenging behaviours. The ICM-PSTA was launched in January 2008. This robust and prestigious award has received instant approval by everyone who has examined the award in detail.

The ICM-PSTA requires the practitioner to meet strict performance criteria by which they are assessed by a qualified panel. This led quite naturally to the development of **The National Minimum Standards for Physical Skills Tuition (NMS-PST)**. The NMS-PST allow regulatory bodies; commissioner of training; and training practitioners to demand or demonstrate that the training meets a benchmark in good practice.

During the time since its incorporation to date the ICM has had input as a special materials expert into several national initiatives:

- **ENTO** National Occupational Standards "prevention and management of work related violence" Development Group;
- **I-WHO** Violence and aggression management training for trainers and managers-a national evaluation of the training provision in health care settings;
- **NICE** the short term management of disturbed/violent behaviour in psychiatric in-patient settings and emergency departments development group;
- **CFSMS** Promoting Safer and Therapeutic Services Expert Reference Group;
HSE Partnership for Work Related Violence;
- **Edexcel** Disengagement & Physical Interventions Award Development Group & Award writer;
- **APPG** Preventing & Managing Work related Violence-protective services group;
- **Security Industry Authority** Programme of learning development

As the ICM approaches its 10th year it continues to strive to meet the aims of its mission statement **"To promote good practice in the prevention and management of work related violence, through education and training"**.

Phil Hardy-Chairman

The Institute of Conflict Management