

Conference to launch the  
**European Network of Trainers in  
the Management of Aggression**



17 - 18 November 2008 - Amsterdam  
**Promoting the Vision of Clinical and  
Organisational Excellence in Training**

## PROGRAM



CONNECTING  
Partnership for  
Consult & Training

.....  
Oud Consultancy

# Invitation

Dear colleague,

I am pleased to announce the official launch of ENTMA, the European Network of Trainers in the Management of Aggression, as a formal association, the aim of which is to unite and support trainers from across Europe, who work in this field.

Since 1999 trainers in the management of aggression from many different European countries and across a variety of (mental) health care sectors and related fields of work, like education and justice, have been collaborating within an informal European platform, since 2004 named ENTMA. International networking was made possible by an annual two-day conference for trainers in Amsterdam since 2000.

Both platform and conference were initiated and organised by CONNECTING, a partnership for consultancy and training in the Netherlands (Amsterdam), and were initially aimed at exchanging perspectives and comparing nature, scope and depth of training in order to make desirable changes and improvements to the exercise and practice of training in the management of aggression.

In an annual pre-conference setting, next to the main conference, ENTMA started to discuss topics beyond trainer capacities and skills, like research outcomes, registration, guidelines and standards for training, institutional safety, policy, management and organisational aspects towards training. In August 2005 the outcomes of the international discussion of ENTMA over the last five years were presented in an official letter of recommendation that was sent to many European and national associations. After years of productive collaboration

ENTMA decided in November 2007 to formalise its position and function. As a result of this, a steering committee, consisting of representatives from different European countries, agreed a mission statement, vision and aims for the formal association.

ENTMA will be an association of collective experience and expertise in the field of aggression management, as well as a network of experts in the design, execution and evaluation of training in the management of aggression. It is therefore linked integrally to different national and international networks and research groups in the field of aggression management.

A founding principle of ENTMA is the belief that training contributes to excellence in the management of aggression in health care and other related services. ENTMA will therefore be in a position to articulate the contribution training can and should make to overall clinical and organisational excellence as regards the safe therapeutic management of aggression and violence. Furthermore, ENTMA aims to facilitate shared collaborative enquiry and will therefore be able to inform the debate within a European context.

The First General Assembly of ENTMA will take place on Tuesday 18 November 2008 in the 'Amsterdam Arena' between 17.00 p.m. and 17.30 p.m. in order to determine its constitution and membership of its initial board. This date will also mark the official launch of ENTMA as a European association. Registered members are invited to attend the General Assembly and have voting right. Registration as a member of ENTMA is possible from 1 July 2008 on and is free of charges until 1 January 2009.

In order to contextualise and celebrate the launch



of ENTMA, a two-day conference is to take place in Amsterdam at the same venue on Monday 17 and Tuesday 18 November 2008, aimed at all European trainers in the management of aggression and other interested colleagues. The conference will present the aims and scope of ENTMA and will consist of key-note-speeches, informative general presentations and workshops, all related to the development of training and practice. There will be plenary sessions on key-note and general topics, next to overviews and panel-discussions concerning the design, execution and evaluation of training across Europe. Parallel sessions in the afternoon will make it possible to attend a personal, tailor-made track of topics to suit one's own professional area of interest. The parallel tracks are either 'service specific', 'in-depth thematic' or focussed on the more practical exchange of 'physical interventions'.

A conference book on the presentations and background of ENTMA will be presented to all participants at the conference. Although the website is still under construction, more information about ENTMA will soon be available at [www.entma.eu](http://www.entma.eu).

On behalf of the members of ENTMA's steering committee, I sincerely hope to meet you all in Amsterdam at 17 and 18 November.

Kind regards,  
*Rick Tucker* (chair steering committee ENTMA)

## Program Monday 17 November 2008

### Plenary Session

09.30 – 09.40

Opening and Welcome:

- *Kevin McKenna* (Ireland, daychair)

09.40 – 10.20

Launch ENTMA; Vision, Mission and Aims:

- *Rick Tucker* (UK, chair steering committee)

10.20 – 10.40

Historical Overview of ENTMA since 1999:

- *Yvonne van Engelen* (Netherlands, secretary steering committee)

10.40 – 11.00

Restraint Related Deaths in the UK, new research data:

- *Brodie Paterson* (UK)

11.00 – 11.30

**Coffee-break**

### Plenary Session

11.30 – 12.20

Panel Discussion on Training in the Management of Aggression in Europe (*Kevin McKenna*, Ireland):

- Netherlands: *Nico Oud*, United Kingdom: *Gail Miller*, Norway: *Geir Olsen*, Austria: *Harald Stefan*, Germany: *Gernot Walter*

12.20 – 12.50

After Care – Approach after Traumatic Incidents:

- *Peter van Loon* (Netherlands)

12.50 – 13.50 **Lunch-break**

### Workshops / parallel presentations (3 rooms)

13.50 – 15.10

#### **Physical Interventions**

Exchanging Physical Techniques in Practice:

- *Hans Fleury & Sander Huijding* (Netherlands) and *Ronald Vestergaard & Niels Knudsen* (Denmark)

13.50 – 14.30

#### **Service Specific**

Training Experience in Forensic Psychiatry:

- *Pim van der Meer* (Netherlands)

14.30 – 15.10

#### **Service Specific**

Training Experience in Elderly Care:

- *Chris Noordhuis* (Netherlands)

13.50 – 14.30

#### **In-depth Theme**

The Use of Action Plans in Relation to Training:

- *Mette Borreson* (Denmark)

14.30 – 15.10

#### **In-depth Theme**

Soothing while Secluding:

- *Afshin Meymandi* (USA)

15.10 – 15.50

**Tea-Break**

# Program Monday 17 November 2008

## Workshops/parallel presentations (3 rooms)

**15.50 – 17.10 Physical Interventions**  
Exchanging Physical Techniques in Practice:  
• Emanuel Müller & Susanne Tosch (Switzerland)

**15.50 – 17.10 In-depth Theme**  
The Impact of Role Play on Training Outcomes:  
• Gerda Pouli, Frans Mos & Wouter Eizenga (Netherlands)

**15.50 – 16.30 Service Specific**  
Training Experience in Child-Youth Psychiatry:

**16.30 – 17.10 Service Specific**  
Training Experience in Learning Disabilities Services:  
• Tini Eriks & Elma v/d Laan (Netherlands)

**19.30 – 22.30 Optional Social Evening Program (to one's own expenses)**

## Workshops/Parallel presentations:

**Track 'Service Specific':**  
Service specific experiences with training in the management of aggression in various settings

**Track 'Physical Interventions':**  
European exchange of good practice in physical interventions as a means to the end of overall security/safety; comparison and try out of different approaches

**Track 'In-depth Themes':**  
Thematic presentations/workshops (advanced learning) to gain more insight into specific themes or topics relevant for trainers

# Program Tuesday 18 November 2008

## Plenary Session

**09.30 – 09.40**  
Opening:  
• Gail Miller (UK, daychair)

**09.40 – 10.10**  
Implementation of Training: the Need for a Comprehensive Organisational Approach:  
• Brodie Paterson (UK)

**10.10 – 10.40**  
European Research EVIPRG on Training Outcomes:  
• Richard Whittington (UK)

**10.40 – 11.10 Coffee break**

## Plenary Session

**11.10 – 11.40**  
Panel Discussion on Training in the Management of Aggression in Europe (Gail Miller, UK):  
• Denmark: Ronald Vestergaard, Ireland: Kevin McKenna, Sweden: Anna Björkdahl, Switzerland: Susanne Tosch

**11.40 – 12.00**  
An Existential Perspective on Care Relations:  
• Joost van Daalen (Netherlands)

**12.00 – 12.30**  
Experiences of European Users and Survivors of Psychiatry (ENUSP):  
• Wilma Boevink (Netherlands, Europe)

**12.30 – 13.30 Lunch Break**

## Workshops/Parallel presentations (3 rooms)

**13.30 – 14.50 Physical Interventions**  
Exchanging Physical Techniques in Practice:

• Albert McHugh & Mark West (UK)

**13.30 – 14.50 In-depth Theme**  
Training Life Space Crisis Intervention, Theory and Practice:  
• Franky D'Oosterlinck (Belgium) & Karin Blankespoor (Netherlands)

**13.30 – 14.10 In-depth Theme**  
Soothing while Secluding:  
• Afshin Meymandi (USA)

**14.10 – 14.50 Service Specific**  
Training Experience in Ambulant and Emergency Service:  
• Susanne Tosch & Emanuelle Müller (Switzerland)

**14.50 – 15.20 Tea-Break**

## Workshops/Parallel presentations (3 rooms)

**15.20 – 16.40 Physical Interventions**  
Exchanging Physical Techniques in Practice:  
• Hans Fleury & Sander Huijding (Netherlands) and Ronald Vestergaard & Niels Knudsen (Denmark)

**15.20 – 16.40 In-depth Theme**  
Personal Values in my Profession: Use them or Loosen them:  
• Mark de Jong (Netherlands)

**15.20 – 16.00 Service Specific**  
Training Experience in Education:  
• Ankie Rooze (Netherlands)

**16.00 – 16.40 In-depth Theme**  
Training of Attitude Change in Education and Care:  
• Yvonne van Engelen (Netherlands)

## Plenary Session

**16.45 – 17.00**  
Summing up, Expectations, Preview Coming Years and Closing:  
• Rick Tucker (UK, chair steering committee)

**17.00 – 17.30 General Assembly for members**

**17.30 – 18.00 Reception**

## Workshops/Parallel presentations:

**Track 'Service Specific':**  
Service specific experiences with training in the management of aggression in various settings

**Track 'Physical Interventions':**  
European exchange of good practice in physical interventions as a means to the end of overall security/safety; comparison and try out of different approaches

**Track 'In-depth Themes':**  
Thematic presentations/workshops (advanced learning) to gain more insight into specific themes or topics relevant for trainers





# General information

## Language

The official language of the conference is English.

## Venue

**Amsterdam ArenA**  
ArenA Boulevard 1  
1101 AX Amsterdam Zuidoost  
Postbus 22981, 1100 DL Amsterdam Zuidoost  
Tel. 020 - 311.1333  
Fax. 020 - 311.1380  
E. [info@amsterdamarena.nl](mailto:info@amsterdamarena.nl)  
W. [www.amsterdamarena.nl](http://www.amsterdamarena.nl)

The Amsterdam ArenA and full-service caterer Maison van den Boer are partners in this multifunctional and international stadium. The modern and multifunctional facilities of the stadium and creative, high quality contribution of Maison van den Boer will make this gathering a successful event.

## Find your way to the Amsterdam ArenA

### From direction of Utrecht:

On the A2 towards Amsterdam take junction 1 for Ouderkerk a/d Amstel/Duivendrecht and follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

### From direction of Den Haag/Haarlem:

Stay on the A9 and at Holendrecht intersection follow signs for Almere/Amersfoort/Amsterdam. On the A2 towards Amsterdam take junction 1 for Ouderkerk a/d Amstel/Duivendrecht and follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

### From direction of Zaandam/Den Haag:

From the A10 ringroad follow signs for Utrecht. On the A2 towards Utrecht take Ouderkerk a/d Amstel/Amsterdam Zuidoost junction and then follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

### From direction of Amersfoort:

On the A1 towards Amsterdam take turning at Diemen intersection for A9 towards Amsterdam Zuidoost/Schiphol/Haarlem. Then follow signs for Amsterdam/Zaanstad. On the A2 take junction 1 for Ouderkerk a/d Amstel/Duivendrecht and follow signs for Amsterdam Zuidoost/Duivendrecht (Burg. Stramanweg).

### To park at Transferium/P-1:

Drive straight on and follow signs for Amsterdam Zuidoost/Diemen/Venserpolder. Then turn right at Transferium/P-1 junction.

## Public transport

### Train

NS Duivendrecht (North) and NS Bijlmer ArenA (South) are within walking distance of the stadium. Both stations have good connections to all major national railway stations (including Schiphol Airport) in the Netherlands.

### Bus

Accessible by local bus routes 29, 158, 174, 177 and 178. See Routeplanner for times.

### Subway

The Strandvliet ArenA (North) and Bijlmer ArenA (South) underground stations are within walking distance of the stadium. Subways 50 and 54 stop at these stations.



## Zuidtangent

The Zuidtangent bus runs from Haarlem station via Hoofddorp and Schiphol to Amsterdam Bijlmer ArenA. From Bijlmer ArenA station you can walk easily to the stadium.

## Exhibition

There will be an opportunity for a variety of companies, institutions and organisations to present themselves at a separate exhibition and sponsor the conference. Please feel free to contact the operational conference organiser for further information.

## Operational Conference Organiser

**Oud Consultancy & Conference Management**  
Hakfort 621,  
1102 LA Amsterdam,  
the Netherlands  
Tel. ++ 31 (0)20 409 0368  
Fax. ++ 31 (0)20 409 0550  
E. [conference.management@freeler.nl](mailto:conference.management@freeler.nl)  
W. [www.oudconsultancy.nl](http://www.oudconsultancy.nl)

## ENTMA Steering Committee

**Rick Tucker** (UK) (chair)  
**Yvonne van Engelen** (Netherlands) (secretary)  
**Ronald Vestergaard** (Denmark) (treasurer)  
**Gernot Walter** (Germany) (pr officer)  
**Gail Miller** (UK)  
**Susanne Tosch** (Switzerland)  
**Kevin McKenna** (Ireland)

## Secretariat ENTMA Association

c/o CONNECTING  
Hakfort 621  
NL - 1102 LA AMSTERDAM  
The Netherlands  
Tel. + 31 (0)20 409 0363  
Fax. + 31 (0)20 409 0550  
E. [info@entma.eu](mailto:info@entma.eu)  
W. [www.entma.eu](http://www.entma.eu)



# General information

## Hotel Information

As recommended by Amsterdam ArenA:

*AC Restaurant & Hotel Amsterdam* \*\*\* 6 km  
Provincialeweg 38 1108AB Amsterdam Tel.: +31  
(0)20 - 312.1416  
[www.tulipinnamsterdamriverside.nl](http://www.tulipinnamsterdamriverside.nl)

*Campanile Amsterdam Zuidoost Hotel* \*\*\* 6 km  
Loosdrecht dreef 3 1108AX Amsterdam Tel.: +31  
(0)20 - 696.1129  
[www.campanile.com](http://www.campanile.com)

*Bastion Hotel Amsterdam/Amstel* \*\*\* 4 km  
Verl. van Marwijk Kooistraat 30 1096BX  
Amsterdam Tel.: +31 (0)20 - 663.4567  
[www.bastionhotel.nl](http://www.bastionhotel.nl)

*Mercure Amsterdam aan de Amstel* \*\*\*\* 5 km  
Joan Muyskenweg 10, 1096 CJ Amsterdam, Tel.:  
+31 (0)20 - 665.8181  
[www.accorhotels.nl](http://www.accorhotels.nl)

Further, Amsterdam offers a blend of history and culture with the dynamics of a trendy metropolis. The city offers a great range of hotels of different categories. The conference fee for the two day conference includes admission to all presentations, conference materials,

certificate of attendance, conference program, conference proceedings, reception, lunches, teas and coffees. The conference fee does not include travel and accommodation. If you wish to book accommodation or attend a social program, please contact

[www.amsterdamtourist.nl](http://www.amsterdamtourist.nl),  
[www.visitamsterdam.nl](http://www.visitamsterdam.nl) or  
[www.hotels.nl](http://www.hotels.nl).

## Conference Registration and Payment

If you are booking a group of 10 or more participants to attend the conference, each participant receives a 10% discount. To be eligible for this discount, all applications must be sent together in one batch, and the total of all fees must be paid together in one amount.

Please note that confirmation of registration takes place only after receipt of the conference fees. All applicants will receive an acknowledgment of receipt by e-mail or mail of their registration form. However, confirmation of the official registration will thus only take place after having received the full payment of the conference fees.

There will be € 100,- handling charge for cancellations and requests for refunds.

Such requests should be applied for in writing by 1st of October 2008. We regret that after this date no refund of fees can be made, however, you are allowed to nominate another person to take your registration. All accepted refunds will be made after the conference.

## Disclaimer / Release and waiver of liability

In the very unlikely case of the occurrence of extraordinary events (e.g. natural disasters, state of emergency, outbreak of war) beyond the control of the conference organizers, Oud Consultancy have the right to immediately alter or cancel the conference or any arrangements, timetables, plans or other items relating directly or indirectly to the first 2008 conference of ENTMA. In such a case the participants shall not be entitled to any compensation for damages that result from such alteration or cancellation.

Furthermore, with the exception of any wilful damage or gross negligence committed by Oud Consultancy, the conference organizers shall at any time not be liable for any direct or indirect damage suffered by the participants, including consequential and immaterial damage caused by failure to comply with any provision of this document.



# Conference fees

## Conference fees

Before 1-10-08	Before 1-10-08	After 30-9-08	After 30-9-08
Payment by Bank transfer	Payment by Creditcard	Payment by Bank transfer	Payment by Creditcard
Conference fees			
€ 399,-	€ 419,-	€ 449,-	€ 471,-

# Registration and Payment

## Conference fees

Please tick the appropriate box	Before 1-10-08	Before 1-10-08	After 30-9-08	After 30-9-08
	Bank transfer	Creditcard	Bank transfer	Creditcard
	Conference fees			
	<input type="checkbox"/> € 399,-	<input type="checkbox"/> € 419,-	<input type="checkbox"/> € 449,-	<input type="checkbox"/> € 471,-

- ☐ I declare that I have read the general information and registration and payment conditions and I agree with the release and waiver of liability policies, the disclaimer, as well as the policies regarding cancellations and registration refunds.
- ☐ In consideration of my participation in the first 2008 conference of ENTMA, the European Network of Trainers in the Management of Aggression, I do hereby release, discharge and hold harmless Oud Consultancy and cosponsors, from any and all liability by reason of any damage, loss, expense, or injury arising from my participation in this event, including that caused solely or in part by the fault (including but not limited to negligence, gross negligence, and recklessness) of the above-named parties. This release and Waiver of Liability shall be binding on my heirs, executors, administrators, successors, and assigns.

	<input type="checkbox"/> Mr <input type="checkbox"/> Ms
First Name	<input type="text"/>
Family Name	<input type="text"/>
Street	<input type="text"/>
Post ZIP Code	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
Tel.	<input type="text"/>
Fax	<input type="text"/>
E-mail	<input type="text"/>

## Payment (no cheques)

- ☐ I have deposited my payment (free of charges for the recipient) in bank account number 68.13.06.157 of the ING Bank, Amsterdam, The Netherlands, in the Name of Oud Consultancy, Hakfort 621, 1102 LA Amsterdam and have mentioned my Name for ENTMA 2008. For international payments use our (IBAN) International Bank Account Number: NL56 INGB 0681 3061 57, and (BIC) Bank Identity Code: INGBNL2A.

- ☐ I authorise Oud Consultancy to debit my credit card for €    , - ☐ Visa ☐ Master ☐ American Express

Name Card Holder	<input type="text"/>
Card Number Visa/Master	<input type="text"/> - <input type="text"/> - <input type="text"/> - <input type="text"/>
Card Number Amex	<input type="text"/> - <input type="text"/> - <input type="text"/>
Card Verification Code (CVC) Visa/Master	<input type="text"/> <input type="text"/> <input type="text"/> Expiry date <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Card Verification Code (CVC) Amex	<input type="text"/> <input type="text"/> <input type="text"/> Expiry date <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Date (date/month/year)	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Please fax your completed registration form and indication of payment to  
+ 31 20 409 0550, or send it by mail to Oud Consultancy & conference management,  
Hakfort 621, 1102 LA Amsterdam, the Netherlands.

Signature:



**European Network of  
Trainers in the Management  
of Aggression**