



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Managing Extreme Emotions in Mentally Ill Patients

Health Sciences and Social Services / Curative Health

Unit Standard 252154 · NQF Level 7 · 24 Credits · 21 Days

COURSE OVERVIEW

This course equips healthcare professionals with the skills to therapeutically manage extreme emotions and behaviours in mentally ill patients. Participants will learn de-escalation techniques, therapeutic communication, and safety protocols to ensure patient and staff well-being.

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|-----------------|--|
| Category | Health Sciences and Social Services |
| Subfield | Curative Health |
| Unit Standard | 252154 |
| Accreditation | SAQA Accredited · NQF Level 7 · 24 Credits |
| Duration | 21 days |
| Training Method | Online, On-Campus, In-House |
| Certificate | Issued via AATICD LMS – verifiable online |

LEARNING OUTCOMES

- Apply de-escalation techniques to manage aggressive or agitated behaviour in mentally ill patients.
- Demonstrate therapeutic communication skills to calm patients experiencing extreme emotions.
- Analyze triggers and early warning signs of behavioural escalation in mental health settings.
- Evaluate the effectiveness of intervention strategies and adjust approaches accordingly.
- Implement safety protocols to protect both patient and staff during crisis situations.
- Design a personalized care plan that incorporates therapeutic management of extreme emotions.

WHO SHOULD ATTEND

- This course is designed for nurses, care workers, psychologists, and other healthcare professionals working in psychiatric wards, community mental health, or emergency settings who encounter patients with severe emotional dysregulation.

COURSE OUTLINE

Day 1: Introduction to Mental Illness and Extreme Emotions

- Overview of mental health disorders: mood, anxiety, personality, psychotic disorders
- Defining extreme emotions: anger, fear, euphoria, despair
- The biopsychosocial model: biological, psychological, and social factors
- Stigma and its impact on treatment
- Introduction to therapeutic communication

Day 2: Neurobiology of Extreme Emotions

- Limbic system: amygdala, hippocampus, prefrontal cortex
- Neurotransmitters: serotonin, dopamine, norepinephrine
- HPA axis and cortisol in stress
- Emotional dysregulation in psychiatric conditions
- Neuroplasticity and recovery

Day 3: Assessment and Early Recognition of Emotional Dysregulation

- Signs of emotional escalation: verbal, non-verbal, behavioural
- Structured clinical interviews and rating scales
- Risk assessment: suicide, aggression, self-harm
- Documentation standards (SOAP notes)
- Cultural considerations in assessment

Day 4: De-escalation Techniques – Verbal and Non-verbal

- Principles of de-escalation: empathy, respect, validation
- Verbal techniques: open-ended questions, reflective listening
- Non-verbal cues: posture, eye contact, tone
- The CALM approach step-by-step
- Debriefing after de-escalation

Day 5: Managing Anger and Aggression

- Triggers for aggression in psychiatric settings
- Behavioural interventions: time-out, redirection
- Pharmacological interventions: rapid tranquilization
- Legal framework: Mental Health Care Act, use of force
- Post-incident review and support

Day 6: Managing Anxiety and Panic

- Anxiety disorders: GAD, panic disorder, PTSD
- Panic attack symptoms and first aid
- Grounding techniques: 5-4-3-2-1 senses
- Breathing exercises: diaphragmatic, box breathing
- Cognitive restructuring basics

Day 7: Managing Mania and Euphoria

- Bipolar disorder: manic episode features
- Environmental modifications: low stimulation, routine
- Communication: calm, clear, consistent
- Medication adherence support

- Safety planning for manic behaviour

Day 8: Managing Depression and Despair

- Major depressive disorder: symptoms and severity
- Suicide risk assessment and prevention
- Therapeutic techniques: validation, hope instillation
- Behavioural activation: scheduling pleasant activities
- Referral pathways

Day 9: Managing Psychosis and Emotional Disorganization

- Schizophrenia and schizoaffective disorder
- Positive and negative symptoms
- Communication with psychotic patients: concrete, simple
- Strategies for hallucinations: distraction, reality testing
- Crisis intervention for psychotic agitation

Day 10: Trauma-Informed Care and Emotional Regulation

- Types of trauma: acute, chronic, complex
- Trauma-informed principles: safety, trustworthiness, choice, collaboration, empowerment
- Emotional regulation as a trauma response
- Creating a safe environment
- Self-care for caregivers

Day 11: Dialectical Behaviour Therapy (DBT) Skills for Emotion Regulation

- DBT overview: biosocial theory, dialectics
- Distress tolerance: STOP, TIPP, ACCEPTS
- Interpersonal effectiveness: DEAR MAN, GIVE, FAST
- Mindfulness exercises for patients
- DBT in group vs individual settings

Day 12: Cognitive Behavioural Therapy (CBT) Techniques

- Cognitive model of emotions
- Common distortions: catastrophizing, black-and-white thinking
- Thought record and cognitive restructuring
- Behavioural activation and exposure
- CBT for specific disorders

Day 13: Pharmacological Management of Extreme Emotions

- Antidepressants, mood stabilizers, antipsychotics, anxiolytics
- Side effect management: weight gain, sedation, extrapyramidal symptoms
- Medication adherence strategies
- Polypharmacy considerations
- Role of the nurse in pharmacotherapy

Day 14: Legal and Ethical Considerations

- Mental Health Care Act 17 of 2002
- Patient rights: autonomy, dignity, privacy
- Informed consent and capacity assessment
- Ethical principles: beneficence, non-maleficence, justice
- Mandatory reporting and duty of care

Day 15: Crisis Intervention and Emergency Procedures

- Types of crises: suicide attempt, severe agitation, catatonia
- Crisis intervention model: SAFER (Stabilize, Acknowledge, Facilitate, Encourage, Recovery)
- Emergency protocols: code grey, code white
- Collaboration with police and ambulance
- Debriefing and critical incident stress management

Day 16: Self-Care and Resilience for Healthcare Providers

- Burnout, vicarious trauma, compassion fatigue
- Self-care plans: physical, emotional, social, spiritual
- Supervision and debriefing
- Mindfulness and stress reduction
- Organizational support: employee wellness programmes

Day 17: Communication with Families and Support Systems

- Family dynamics and mental illness
- Psychoeducation for families
- Communication skills: active listening, validation
- Conflict resolution and setting boundaries
- Involving families in treatment planning

Day 18: Multidisciplinary Team Collaboration

- Team roles: psychiatrist, psychologist, social worker, OT, nurse
- Interprofessional communication
- Case conferences and care planning
- Shared decision-making models
- Conflict resolution in teams

Day 19: Case Studies and Complex Scenarios

- Case study 1: Bipolar patient with aggression
- Case study 2: Depressed patient with suicidal ideation
- Case study 3: Psychotic patient with disorganized behaviour
- Case study 4: Trauma survivor with emotional dysregulation
- Group discussion and problem-solving

Day 20: Integration, Evaluation, and Action Planning

- Review of key concepts and skills
- Action planning: setting goals for practice
- Self-assessment and reflection
- Course evaluation and feedback
- Certification requirements and next steps

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **24 NQF credits** at **NQF Level 7**.

PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method | Price per Delegate | Total |
|-----------|----------------------|--------------------|--------------|
| 1 | Online | R 73,600.00 | R 73,600.00 |
| 1 | In-House | R 95,700.00 | R 95,700.00 |
| 1 | On-Campus (Pretoria) | R 110,400.00 | R 110,400.00 |

UPCOMING SESSIONS

| Start | End | Method | Venue |
|-------------|-------------|-----------|-------------------------|
| 07 Jul 2026 | 04 Aug 2026 | On-Campus | Luanda, Angola |
| 08 Jul 2026 | 05 Aug 2026 | On-Campus | Kigali, Rwanda |
| 09 Jul 2026 | 06 Aug 2026 | On-Campus | Kinshasa, DRC |
| 10 Jul 2026 | 07 Aug 2026 | On-Campus | Kampala, Uganda |
| 10 Jul 2026 | 07 Aug 2026 | On-Campus | Mbabane, Eswatini |
| 13 Jul 2026 | 10 Aug 2026 | On-Campus | Dar es Salaam, Tanzania |
| 13 Jul 2026 | 10 Aug 2026 | On-Campus | Luanda, Angola |
| 14 Jul 2026 | 11 Aug 2026 | On-Campus | Kigali, Rwanda |

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 252154) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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