

LET's CHAT PROGRAMME ©

written by Melville Jimmy Garber II
Company: Brit Stars UK LTD



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The Let's CHAT Programme

Challenging Violence & Aggression | Communication skills | Building Confidence | Wellbeing.

Created & Delivered by Award-Winning NHS Clinician & Educator **Melville Jimmy Garber II**
(*Winner – Lifetime Achievement in Wellbeing, Inside Out Awards 2025*) with **BRIT STARS UK**
- a multi Award-Winning Team - passionate about building communities.

What Is It?

The **Let's CHAT Programme** is an accredited **high-impact, non-contact, face-to-face training** solution that transforms how your team engages with clients, customers, and colleagues – especially during challenging, tense, or aggressive interactions.

Combining **advanced communication, conflict resolution, and de-escalation techniques**, with **wellbeing** and **cultural awareness**, this award-winning programme enhances customer experience, team confidence, and service safety – across public and private sectors.

The LET's CHAT PROGRAMME - An Accredited Programme ©

YOU TUBE video:

🌐 The Unique Award Winning and Amazing 'Lets CHAT Programme'© by BRIT STARS UK #vi...

Why It Matters

- Empowers individuals to be able to effectively manage tense, aggressive situations.
- Reduce Complaints, Increase Compliments, Improves Engagement.
- Empower Teams to respond calmly, confidently, and **compassionately** to aggression.
- Improve Staff Morale & Client Outcomes.
- Build Safer, More Connected Environments and can be used alongside, and complement, other older models of managing violence and aggression.

In an era where **conflict**, tension, **violence** and aggression are pervasive in various environments, be it in schools, workplaces, **organisations** and the communities - The Lets CHAT Programme emerges as a beacon of **HOPE** and **TRANSFORMATION**. Our unique value proposition lies in our ability to address these critical issues with a **tailored, empathetic** and evidence based approach, making it not just a programme but a movement towards fostering a more **harmonious society**.

Where Customer Service and Conflict Resolution meets De-escalation Techniques.....

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What Makes It Different?

The Let's CHAT Programme goes beyond traditional conflict training like PMVA or Breakaway. We focus on **prevention and human connection**, teaching staff to identify and defuse tension *before* it escalates. *This stand alone training can effectively enhance PMVA or Breakaway training.*

- ✓ Built on **empathy, compassion, and powerful real-life role-play**
- ✓ Sessions delivered by experts from **Healthcare, Film, Music, and Lived Experience**
- ✓ **Scenario videos**, immersive **interactive activities**, and **personalised skill-building**
- ✓ Tailored for **healthcare, social care, education, business, and frontline teams**
- ✓ **Staff and Colleague Wellbeing, Cultural Awareness, Conflict Resolution, De-escalation Skills, Managing Telephone and Online Aggression, Relaxation Techniques and Much More!!**

FEEDBACK - Results That Speak Volumes

“The training has given me confidence in dealing with uncomfortable situations.” — NHS Clinical staff - Occupational Therapist

“The best training ever!” — NHS Administrator

“This should be mandatory for anyone working with the public.” — Senior Receptionist

“I feel empowered to support patients who are angry.” — Inpatient Admin

“I finally understand how my tone impacts others.” — Healthcare Support Worker

“I highly recommend this training to all health & social care staff.” — NHS Receptionist

“The training overall was excellent! .I highly recommend it!” — NHS Receptionist

Programme Overview

- **1-day immersive training tailored to your service (face-to-face)**
 - **Covers:** De-escalation | Communication | Self-Awareness | Emotional Intelligence | Conflict Resolution | Role Plays | Teamwork | Environment Awareness | Wellbeing
 - **Designed for all roles** — no prior experience required
 - **Pricing:** £3,000 for up to 16 delegates (add-ons £200 pp)
 - **Certificate:** All attendees receive a **certificate on** completion of course **with credits**
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Providing lasting results and not just tick-boxing..

Let's Talk Let's Chat!

Ready to empower your staff and elevate your service?

📞 **Melville Jimmy Garber II**

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Let's CHAT. Let's Transform.

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