



Course Number
SC0214



Validity
3 Years



Duration
1/2 Day



Formal Assessment
No



This course is for those who, during the course of their working day, could come into contact with persons who present challenging behaviours. Delegates will learn why such behaviours may arise and how to attempt to distract and de-escalate, and also to seek to minimise repeat episodes. The training is based around a non-physical intervention model.

Introduction

- Introductions & tutor profile
- Course overview & expectations

Course Content

- Challenging behaviour contrasted with violent or aggressive behaviour
- Types of challenging behaviour
- Reasons for challenging behaviours
- Potential triggers
- Recognising escalation (including in self)
- Distraction methods
- De-escalation methods
- Post episode remorse
- Post episode do's & don'ts
- Encouraging positive behaviours
- Case study
- Summary & evaluation

Delivery will be tailored to appropriately suit child, adult, learning disability, or mental health settings.

Further Training

Challenging behaviour training is non-physical intervention based and does not include instruction on "last resort" breakaway / escape methods. Where these are appropriate we would suggest consideration of course SC0211 Prevention & Management of Violence & Aggression.



Coping with Challenging Behaviour can be extremely distressful. This course will provide delegates with the knowledge to attempt to take control and hence avoid escalation.

