



## Dealing with Challenging Behaviour



### Overview

People in certain working environments often face difficult and even potentially dangerous or threatening situations on a daily basis. Learning effective techniques of calming and negotiation is vital to avoid situations escalating and should always precede any physical coping strategies such as control and restraint.

Delegates will explore how to recognise and assess the level of threat facing them and from that, discern appropriate strategies and approaches to deal effectively with the situation.

### Target Group

This course is aimed at people who work in environments where they may have to deal with challenging behaviour processes.

### Objectives

By the end of the course delegates will be able to;

- ✗ Understand how hostile or threatening situations arise and develop
- ✗ Demonstrate the techniques to de-escalate a challenging situation effectively.
- ✗ Demonstrate the skills & techniques of control & restraint, whilst maintaining client dignity.

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ Promotion of Personal Safety
- ✗ Transactional Analysis and your usual position in conflict situations
- ✗ The Empathic communicator
- ✗ Primary Care needs
- ✗ The Six Rules of De-escalation
- ✗ Causes Of Conflict – triggers, patterns
- ✗ Negotiating in Conflict Situations
- ✗ Perspectives and "truth"
- ✗ The assertive negotiator
- ✗ Control and Restraint (Physical intervention)
- ✗ Breakaway methods—prevention and management of aggression
- ✗ Restraint methods

### Outcomes

Each delegate will receive individual detailed feedback from both colleagues and facilitator. It is recommended that delegates attend a review session within 6 months.