

Managing Challenging Behaviour for Managers & Front Line staff via Zoom

Date & Time: This one day course is split over two mornings on Tuesday 5th and Thursday 7th December 2023: 9:30am - 12:30pm

Cost: £95 per person.

Format: Zoom. A link and full instructions on accessing the sessions will be provided. The training is much more than a PowerPoint style webinar with video clips, polls/surveys, open discussions, use of white board, Q&A and exercises/case studies in break out rooms.

Handouts: All exercises, handouts and certificates of attendance are included and will be sent by email.

Who should attend this one day course

Managers and front line staff working with adults in any health, care or support setting

Introducing Faiers Training

Faiers Training uses thirty five years of experience in the care & support sector to deliver training that is both professional & practical

Course Contents

- Definitions of challenging behaviours.
- Effects on workers of challenging behaviours; self-awareness

- Communication skills:
 - ❖ understanding and responding to clients using empathy
 - ❖ appreciating different perspectives: why people exhibit challenging behaviours
 - ❖ avoiding escalation by careful communications; keeping calm
 - ❖ how we sometimes unintentionally argue with distressed clients and alternative ways of responding. Using influencing skills
- Understanding anger: appraisal styles, coping repertoires and inhibitory skills
- Generating alternatives, problem-solving skills and boundary setting
- Understanding challenging behaviours using the ABC model: antecedents, behaviour, consequences
- The principles of behavioural psychology: reinforcing appropriate behaviours and extinguishing inappropriate ones
- Care planning, documentation, legislation and government guidelines
- Principles of risk management
- Staff support following episodes of challenging behaviour: H&S@Work, de-briefing, supervision

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