

Managing Aggressive & Challenging Behaviour

Who should attend this half day course

Managers and front line staff working in any care or support setting where clients may display aggressive and/or challenging behaviours

Introducing Faiers Training

Faiers Training uses over thirty 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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Faiers
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