

## Challenging Behaviour

### Course Description:

This course gives an overview of factors which effect behaviour and how those factors can manifest themselves with clients and services users. The course also gives an insight into how our own personal standards and values can affect other people including our clients. There are also some useful coping strategies highlighted which help staff to support challenging people in their work environment

### Course Outline:

- What is challenging behavior
- What causes challenging behavior
- Understanding our own behavior
- The messages we try to convey with our actions
- Proactive and Reactive Responses
- Critical Incidents and their management
- Best Practice

### Course Duration:

1 Day

### Assessment:

All delegates are encouraged to participate in their learning, whereby the trainer will incorporate various learning styles including PowerPoint, flip chart, OHP, TV and video, group work and any other applicable medium to engage learning

### Certification:

All delegates will receive a certificate of attendance

