

Challenging Behaviour

Who should attend this one day course

Managers and front line staff working in any care or support setting where they are faced with challenging behaviour

Introducing the Trainer

Faiers Training works exclusively with people who have an excellent reputation and proven track record in their field. The course tutor is an independent psychiatric (and general) nurse. He divides his working time between providing an in-house mental health service to the NHS patients of a large GP surgery and providing training and consultancy services to the care, support and health sectors.

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, debriefing, supervision

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