

Challenging Behaviour

Aims and Objectives:

- Define the term “challenging Behaviour”
- Raise awareness of issues associated with challenging behaviour at work
- Identify different types of aggressive behaviour, indicators and triggers
- Consider responsibilities in order to minimise challenging behaviour occurring within your environment
- Examine the adverse effects of challenging behaviour

Course duration: 2 hours

Assessment method: Summative assessment and case studies

Candidates must demonstrate a willingness to learn along with interaction of group activities. This challenging behaviour training course enables candidates to have an understanding of how to deal effectively with a situation where someone is presenting with challenging behaviour. Candidates will benefit from having knowledge of how to recognise signs and symptoms of challenging behaviour within their working environment, identify causes and deal with situations using simple interventions to diffuse difficult and potentially aggressive situations.