

Course Description:

This course is designed for all health and social care staff working alongside clients who may display challenging behaviours. This course is not a physical skills course. For those wishing a course which incorporates physical techniques please view the *SecuriCare* training leaflet.

This course is designed to increase awareness of challenging behaviour and enable staff to implement both proactive and reactive strategies in order to manage conflict.

Training packages can be tailored to meet the specific needs and concerns of your service.

Duration:

The session is delivered over one day. Training times are normally 9.30-16.30.

This course can be delivered alongside *SecuriCare* if required.

Course content:

Factors that influence challenging behaviour; Avoiding confrontation with people who are emotionally aroused; The different stages of arousal and what to do at each stage; Identifying techniques for the de-escalation of challenging behaviours that occur when people are emotionally aroused

Certification:

Delegates will receive a certificate of attendance on completing the course.

Numbers:

A maximum of 16 delegates can be accommodated on this course.

Location:

We are able to deliver this course at your own site which will assist in reducing costs. Alternatively we can deliver at our own Training Academy. It is also possible for individuals to join our own staff training sessions. Please contact sdunn@brookdalecare.co.uk to discuss your requirements