



**Managing Challenging Behaviour
Course for Carers**



SAFETY SOLUTIONS
TRAINING LIMITED

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Course Background

Anger management is a term used to describe the skills required to recognise that we, or someone else, is becoming angry and to take the appropriate action to deal with such situations in a positive way.

We all feel angry from time to time, yet such feelings can lead us to say or do things that we later regret. Anger can reduce our inhibitions and make us act inappropriately. Sometimes, anger is not expressed externally but remains as internal rumination. Aggression, in contrast, refers to intentional behaviour that aims to harm another person. Often, it reflects a desire for dominance and control.

Research shows that about 90 percent of aggressive incidents are preceded by anger. However, only 10 percent of anger experiences are actually followed by aggression. People often want to act aggressively when angry but, fortunately, most do not actually take aggressive actions. Also, there is sometimes an impulse to engage in problem solving behaviours when angry.

Purpose

This one day training course aims to provide carers with a host of skills and safe strategies to deal effectively with challenging behaviours, including anger and aggression. Attendees will discuss various strategies to safely manage impromptu behaviours and anger events, using appropriate distraction skills and calming strategies. The course is not designed for formal therapeutic process, but more to support the management of children and young people with challenging behaviours and anger issues.

Training Delivery

Training is delivered in a relaxed, informal and flexible manner, with the emphasis on group work and discussion. The learning process is very interactive and involves a variety of exercises designed to educate and motivate carers.

Learning Objectives

- Open discussions in relation to challenging behaviour, including anger and aggression
- Anger, a perfectly normal, usually healthy human emotion. Attendees will be invited to recognise and appreciate their own anger styles, reflecting on their specific coping and managing skills
- Recognise various triggers that can lead to anger and aggression
- Early warning signs
- Managing challenging behaviour through nonverbal communication
- Communication skills; listening and talking
- Group case studies - diffusing challenging situations; early intervention and providing emotional support
- Post incident reflection and support