

TRAINING SOLUTIONS

SPECIALIST TRAINING PROVIDER

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Introduction to Managing Challenging Behaviour

COURSE OVERVIEW

The aim of this course is to equip childcare workers so that they can develop strategies and skills for managing challenging behaviour.

COURSE CONTENT

- ✓ Understand how to avoid being pulled into power struggles with the child
- ✓ Understand how listening skills and assertiveness skills can be used in resolving conflict
- ✓ Begin to Demonstrate skills in diffusion and de-escalation
- ✓ Be clear about their own 'parenting' style
- ✓ Maintain a parenting style that is most effective for good outcomes for children and young people

CERTIFICATION

Attendance Certificate

WHO SHOULD ATTEND:

All staff who are new to the company and any other worker with the agreement of their line manager.

UNITS COVERED:

3.5a, 3.5b, 3.5c, 4.1a, 4.1b, 4.1c, 4.1d, 4.2a, 4.2b, 4.2c.

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