

# Managing Challenging Behaviour

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### Overview

This course aims to teach how to ensure best practice within the workplace and to be aware of current legislation surrounding these issues, the roles and responsibilities of the carer and to understand and appreciate the difference between behaviour management and behaviour change. The course will help delegates to understand the relationship between an elderly resident's life story and the triggers and precedents that manifest as challenging behaviour.

### Course content:

The following topics are covered in this course.

- Definitions of challenging behaviour, types and impact of challenging behaviour
- Identify values to your approach in managing behaviour.
- External and internal influences on behaviour and assessing behaviour
- Teaching replacement skills, supporting staff and reducing stress
- Factors relating to causes of challenging behaviour
- Identify range of behaviours, results & outcome of challenging behaviour and support planning
- Respond to scenario based questions & situations about function of behaviour & how to manage it
- Considerations, short and long term strategies
- Positive strategies to encourage positive behaviour in your setting

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### Entry Requirements:

The course is designed for anyone working within residential care homes, nursing homes or domiciliary care/nursing agencies that need a knowledge and understanding of how to deal with challenging or threatening behaviour. Staff will include Managers, Matrons, Nurses and all frontline care staff who are in contact with service users who have challenging behaviour.

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### Assessment:

We can deliver this course on your premises, reducing costs in respect of additional time out and travelling. Our trainer will carry out on going assessments.

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### Qualification

On completion of the course. All delegates will receive Certificate of Attendance

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### Duration of course

Depending on module

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### Attendance Options

Days/Evenings/Weekends