

Dealing with Challenging Behaviour



Introduction

Dealing with difficult and challenging behaviour is something that affects many of us in our daily working lives. Whether we are trainers/educators, working with the young/elderly or customer facing, challenging behaviour, if not handled correctly, can have a negative impact on the staff, families, friends and the reputation of the organisation. This interactive and informative workshop looks at the causes of challenging behaviour and strategies that will help you break the cycle, enabling you to spend more time on your job and less time managing behaviour.

Gary Bedingfield is a fully qualified further education trainer with almost 20 years industry experience and a passion for helping people reach their full potential. He started his own business, Gary Bedingfield Training, in 2009, and delivers trainer training, staff development, employability skills, IT and personal development to clients across the UK including NHS Scotland, CBRE, BP, the Ministry of Defence and many local councils.

Objectives

- Identify trigger points and early warning signs
- Recognise the impact on all involved
- Develop strategies for effective management

Content

Understanding the behavioural cycle
Recognising acts of challenging behaviour
Categorising acts of challenging behaviour
Causes/trigger points
Escalation
Response
Recovery

Group Size: up to 12

Duration: Half day

Certification: GBT Dealing with Challenging Behaviour Certificate of Attendance

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