



The course is delivered in the these formats:

- Partner and small group discussion and work
- Games and activities
- Whole group discussion and feedback

Course aims and objectives:

- To define what we mean by challenging behaviour.
- To identify the causes and how to address them.
- To explore our own triggers and responses to challenging behaviour.
- To recognise our own limits, manage our responses and promote positive behaviour management.
- To investigate de-escalation techniques.
- To offer scenarios to reinforce learning.

Suitable for:

Professionals engaging with service users facing challenges. These may include outreach workers, foodbank staff, resettlement workers, homeless support workers and housing officers, those working in drugs and alcohol rehab, refugee support, drop-in centre staff and all lone workers.

Course Outline:

1. Welcome, housekeeping and introductions.
2. Your aims for the day.
3. **Hopes and Fears** exercise: what do people want from you and what are they afraid of?
4. **What is it and where does it come from?** What kinds of behaviour are challenging? The causes of challenging behaviour (trauma, unaddressed need, unacknowledged difference) and potential triggers. Recognising early warning signs, and the stages of escalation.
5. **Attitudes and Values game:** our own triggers and responses.
6. **It's not what you say, it's how you say it:** positive approaches to challenging behaviour.
7. **De-escalation:** practical mechanisms to calm, manage and defuse challenging and threatening behaviour.
8. **What happens after?:** taking care of them, taking care of you and learning from the experience. Recording and reflection.
9. **Scenarios:** to underpin the learning.
10. Review and close.

Course duration: 6 hours



Be Magnificent

Always looking forward

De-escalate: Managing Challenging Situations

A one-day course to enable staff and volunteers to identify the warning signs of challenging and threatening behaviour and provide effective strategies and techniques to address behaviour which may escalate into abuse, aggression and violence

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MISSION

Be Magnificent is a not-for-profit company delivering training courses to benefit the community. We provide training for those working in the third sector, especially those working with anyone experiencing or at risk of experiencing social exclusion.

We also provide direct delivery programmes, including those experiencing isolation, recovering from abuse or challenging circumstances.

COURSES

We believe in the high value of multi-agency working. That's why we deliver each course in open sessions, with staff from a range of organisations attending. These staff will therefore train alongside

other professionals in their geographical location. The price per person is £83 plus VAT

These sessions are hosted by us at venues across the UK. Check our website for the calendar of future training opportunities.

Courses for professionals can be commissioned by one organisation for staff and/or volunteers. We come to you and deliver training at your offices. The price for this training is £899 plus VAT.

Our courses for professionals and volunteers concentrate on the appropriate knowledge, skills and attitudes to deliver exceptional work in demanding times.

Our service user programmes are designed for anyone in our community who wants to build their self-confidence and self-esteem.

ABOUT US

Be Magnificent was set up to enable and empower people. We are passionate about promoting change, challenging “the way it is”. We are determined to ensure that opportunities are open to all and not “under glass” for so many.

One of our key missions is to help all men, women, young people and children to recognise their full potential and power and be magnificent in whatever direction they choose to go.

At a time where misogyny is rife, where women face attack simply for walking home, and are abused online for speaking out or simply being female, we are determined to offer opportunities to gain skills and confidence for them to make their own choices and make their own way.

We are excited about working with partners in our communities to provide these programmes. We recognise that funding for community services is limited which is why we aim to work with our partners to identify and secure funds to provide these services to whoever wants to attend.

We live in challenging times. We understand that to be able to access education, activities and opportunities we must build enough self-confidence and self-belief to take the first step.

We are always looking forward.

