



## P&I Training Intensive de-escalation and remaining calm in a crisis

*The cost of this session is £175 inclusive of all expenses.*

*This is for up to 24 staff members.*

*Session length – 2 hours*

### **Programme Aim**

The overall aim of this 2 - hour programme is to give staff an in depth look at techniques on how to approach and deal with behaviours that challenge. In particular we look at the de-escalation side of dealing with these behaviours.

Attendees will have an understanding of a number of different areas including approach, body language, the words we use, tone and volume and positive listening. Staff members will be shown how each of these areas can either support or inflame a serious situation. Staff will be offered skills, hints and tips on how to de-escalate serious behaviour incidents.

This programme is ideal for staff members who work with children who can exhibit behaviours that may challenge.

This is similar to the Intensive dealing with behaviours that challenge programme but concentrates more on the de-escalation side of behaviour management.

## **Programme statement**

A staff members approach to dealing with incidents of behaviour that may challenge is very important. De-escalation and avoiding serious incidents are of paramount importance. Giving the staff skills in de-escalation and how their overall approach impacts an incident is key to the success of maintaining a positive and controlled environment.

## **Delivery**

The programme is delivered as part of a holistic approach to behaviour management. Delivered with humour and using scenarios from actual incidents we can re-create how staff actually feel during moments of crisis. All scenarios and discussions are of real incidents and this session can sometimes highlight the more dangerous side of behaviours that we have encountered.