



3-hour accredited session. De-escalation Techniques, Recording and planning for serious incidents. Dealing with difficult behaviour and behaviours that challenge.

The cost of this session is £450 inclusive of all expenses.

The cost of the session (guidance only) is £400 inclusive of all expenses.

This is for up to 24 staff members.

Session length – 3 hours

Programme Aim

The overall aim of this 3-hour programme is to give staff increased confidence in de-escalation strategies, recording incidents of a serious nature and using our recordings and reflections to plan for future incidents. This programme makes up half of the 6-hour accredited programme in de-escalation and physical intervention.

The 3-hour programme is delivered in 2 parts.

1. De-escalation – dealing with conflict – self-control – behaviours that challenge
2. Recording – reflecting and planning for incidents of a serious nature.

Part 1 focuses on the staff approach to dealing with incidents and how we handle ourselves during moments of crisis. Remaining calm in our approach and using a wide range of de-escalation strategies informs staff of how our actions can either support a serious incident to a positive conclusion or be a catalyst to further inflame a situation. Body language, verbal support, tone of voice, eye contact and the words that we use during incidents form the bulk of this section.

Part 2 looks at appropriate forms of documenting and how this keeps both the staff and young people safe. We then look at how our recordings inform our practice for future incidents of a similar nature. We will go in depth on how to create and maintain risk assessments and behaviour management plans. Using the plans to promote safety for all.

This programme is ideal for staff teams/members who are struggling to move forward with their planning for serious incidents.

Programme statement

Planning for serious incidents is often underused but we find it to be one of our main tools to support staff, especially staff who are front line workers and caught in a cycle that they can't seem to get out of. We will show you how to draw a line under behaviours and create a plan to move forward and start taking control of our own cycles of behaviour.

Delivery

The session is delivered as part of a holistic approach to behaviour management. Our team will deliver the programme with humour and draw on their vast experience of dealing with the type of behaviours that we have mentioned.