



Mulberry House

# CHALLENGING BEHAVIOUR



## Product Syllabus:

- Behavioural disorders
- Fear and anger
- Violence and aggression
- Effects of challenging behaviour
- Risk assessment
- Incident prevention
- The grinding down effect of challenging behaviour
- Risk reduction
- Flash points
- Triggers
- Predictability
- Warning signs
- Verbal warning signs
- Non verbal warning signs
- Physical threats
- Disaster! The situation has, "kicked off"
- Escalation of a problem
- Defusing a situation
- Communication
- Body language
- Breakaway techniques
- Reasonable force
- Restraint
- Nothing is going to stop the problem - what to do?
- Supporting colleagues
- Working alone

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