

# Managing Challenging Behaviours – Support Staff

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Presenter: Dr Anna James

By the end of this course support staff will have gained strategies to minimise inappropriate behaviours from rudeness to attention seeking. In the first part of the session, participants will be shown that strategies that look to promote the positives in students' behaviour can be the most successful. The course considers not only practical methods but also how participants' own behaviour can have a significant effect on their success in dealing with a difficult situation.

## Part 1

**9.30-10.30**

- Welcome
- Group introductions
- Understanding why students display challenging behaviours:
  - ✓ Individual and organisational reasons for challenging behaviours
  - ✓ Assertion and challenging behaviours

**Break: 10.30-10.45**

## Part 2

**10.45-12.30**

- Best practice methods for difficult behaviours:
  - ✓ Attention seeking
  - ✓ Low-level behaviours
  - ✓ Swearing and rudeness
  - ✓ Non-compliance
  - ✓ How to tackle a group in a public place
- Question and answer session
- Evaluations



**MARCH**  
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