



Dealing with Challenging Behaviour

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ZestLife's ***Dealing with Challenging Behaviour*** workshop has been designed specifically for the management and staff of people who are acting out in an angry or challenging way.

Our endeavour is to give you refreshing ways to look at the area of challenging behaviour. So we can see how to best deal with it, understand it and in turn continue to approach the persons involved in a more productive way achieving results which would previously seem impossible.

Outcomes of the 'Dealing with Challenging Behaviour' workshop:

This workshop has been proven to create change in the following ways:

1. Create new understanding of what challenging behaviour is.
2. Decrease levels of challenging behaviour in your centre
3. Develop new ways of dealing with challenging behaviour.
4. Increase staff morale and trainee understanding of clear and definite boundaries

Your staff will immediately reduce their levels of stress and fear as a result of this workshop.

They will learn tools to ensure they can deal with these issues and know with confidence what to do when a situation "kicks off". They will understand clearly effective training tools to ensure they do not see repeat incidents of this behaviour and role model ways of new behaviour within the centre. They will be less stressed, more focused and be able to get on with the daily needs of the centre before challenging behaviour started.

Details of the *Dealing with Challenging Behaviour* workshop:

The ***Dealing with Challenging Behaviour*** programme is tailored to meet the specific needs of your centre. Each workshop is fun, interactive and hugely rewarding to those who participate. We recognise that questions and feedback are an integral part of the learning process which is why we will provide your staff with a safe environment to develop and engage in what is a very positive learning experience.

Teaching Methods:

Our aim is to create a safe, dynamic and interactive learning environment. Where attendees gain practical skills that they can implement in their role straight away. We are acutely aware that we want to get results rather than just deliver training, therefore we tailor our workshops to be fun, practical and interactive. During the ***Dealing with Challenging Behaviour*** workshop we use different types of media to cater for different learning styles within each group. Each delegate is encouraged to get involved in the learning process where participants engage and contribute to obtain a physical reference for they are learning. This makes the content more memorable, practical and easier to apply.

Module 1: Identify challenging behaviour.

Understand in this module what is challenging behaviour, who is the person I am challenged by and how does it affect me.

- What is it.?
- How do I best respond?
- Boundaries.



Module 2: Structure & Procedures.

Distance ourselves from the behaviour so we can evaluate it and know best how to deal with the behaviour and the individual.

- Structure
- Directive behaviour
- Modelling
- Relating

Module 3: Change, belief systems, fears and values

Moving into getting new results, we look at effectively creating change for us and the individuals involved.

- Human needs
- Dependent triangle
- Bed V Oar
- Understanding new values
- Breakthrough



Feedback from previous programmes run by ZestLife:

'Stuart's infectious energy and passion for what he does made for a powerful StaffForce training day. One that won't be forgotten soon.'

Tom O'Reilly, Manager LYCS, Dublin (March 2007)

'This StaffForce programme by ZestLife worked very well for our centre. It gave me an insight into the minds of young people and their emotions. It also brought all my staff together in a productive way to discuss issues very openly, which we would not normally do in our busy routine.'

Des Cullinane Manager YouthReach Cork City (January 2008)

'This ZestLife StaffForce day had a real positive buzz to it. It was excellent to bring the staff of the centre together in this way and the depth of issues raised was immense. It was well organized and planned by ZestLife and had a huge impact on staff morale. I really enjoyed it and my staff all loved it. I would highly recommend it.'

Bev Cotton, Manager, YouthReach Macroom, Cork (September 2007)

To book training for your centre call:

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