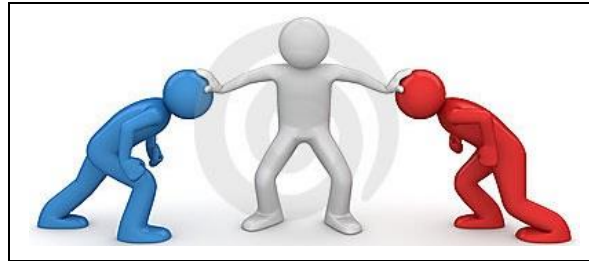


**Managing Incidents of  
CHALLENGING BEHAVIOUR**  
and working towards having less of them  
Presented by Dave Hewett

**26<sup>th</sup> January 2018, 9.30-16.00**



A provider of specialist training for Tri-borough school communities, other London Boroughs, and nationally, through a range of events and training days.



**Access &  
INCLUSION  
CENTRE**

Queen Elizabeth II Jubilee School,  
Kennet Road, London, W9 3LG Tel:  
020 7641 5825, Fax: 020 7641 5825

Email:  
[training@qe2cp.westminster.sch.uk](mailto:training@qe2cp.westminster.sch.uk)

This course will be of interest to staff of all disciplines who work with adults and children with learning disabilities, including social services staff, teachers and assistants, nurses, staff from voluntary organisations, therapists and indeed parents and other carers. The emphasis of the course is on the practical - what staff can do to work effectively during incidents of challenging behavior and then to help the person to progress so that incidents are less likely. Course members will be shown principles for making judgments about how to intervene effectively without relying on dominant and controlling measures, but rather by using techniques such as calming and defusing to work towards effective outcomes to difficult situations, as well as staying calm and reducing the stress on workers.

The course will include small and large group work and extensive use of video examples. Comprehensive handouts will be given. Course members should expect to work in an informal, humorous and supportive atmosphere.

**Course Programme Includes:**

- principles of effective incident management
- working effectively by avoiding needless conflict and confrontation
- skills for defusing incidents
- staff communications skills - face, voice and body
- the stages of an incident – making judgments about what to do
- factors contributing to the production of challenging behaviors
- working long-term to help the person to progress and develop
- the aftermath of an incident: resolution, record-keeping and evaluation
- psychological preparation for work

**Cost: £220 for all participants including buffet lunch and refreshments.**

**This course will be held at the Access & Inclusion Centre, Queen Elizabeth II Jubilee School, Kennet Road, London, W9 3LG**

For more information please contact Carla Pereira

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Booking online at [www.qe2cp.westminster.sch.uk](http://www.qe2cp.westminster.sch.uk)