

# NAPPI uk Factsheet for: Managing Challenging Behaviour Workshop.



## Managing Challenging Behaviour One Day Workshop.

The aim of NAPPI is to focus on the Assessment, Prevention and Management of confused, unpredictable, and challenging service users. This one day course is specifically designed to train staff how to:

- Assess the potential for challenging behaviour.
- Be prepared at all times.
- Prevent confused and 'unpredictable' behaviour.
- Deliver high quality care to even the most challenging service users.

Participants are encouraged to raise work related questions so that the training can be directly related to their area of experience. NAPPI teaches the SMART Principles and how to apply them to a wide variety of situations.

The course starts with an assessment of the potential for problem behaviour and dangerous situations. It demonstrates how attitude plays an important part in the delivery of quality care.

The course looks at ways of preventing possible challenging behaviour by use of specific NAPPI skills. Participants learn how to listen to a service user in a more effective manner, gathering the information necessary to select the correct course of action. In order to test the level of co-operation that can be predicted from a service user, participants learn the important technique of Generating Co-operation.

Physical skills ensure staff are able to contain most out-of-control behaviour in a safe, fast, effective and supportive manner. Common difficult behaviour that is faced, can be managed by following the SMART Principles, enabling staff to remain calm, supportive and professional, while utilising highly effective yet non-abusive skills.

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## Course Length/Duration:

This one day workshop starts at 9.15 am with registration & coffee and finishes at 5.00 pm.

## Course Aims:

The aim of this course is to raise awareness on the assessment, prevention and management of challenging behaviour through Positive Behaviour Support.

## Course Objectives:

On completion of the training, participants will be able to discuss proactive skills to assist in the reduction of the incidence of challenging behaviour, including primary and secondary prevention strategies. Participants will be able to demonstrate non-threatening body language and protection skills for situations that may occur in their specific work setting.

- Describe responsibilities regarding challenging behaviour
- Identify risk management strategies
- Identify relevant policies & procedures
- Describe personal values when working with service users
- Identify levels of behaviour
- Describe the difference between guiding and restraint
- Identify communication associated with behaviour
- Demonstrate good communication skills
- Identify triggers that may escalate behaviour towards violence
- List positive behaviour management strategies that are supportive and non-aversive

## Course is suitable for:

Participants include managers and support workers/carers in residential and supportive living services; teaching and non-teaching staff in educational establishments.

## Service User groups:

This course will be tailored to meet the needs of the service user group of the commissioning organisation e.g.

- Learning Disabilities
- Autistic Spectrum Conditions
- Special Educational Needs
- Behavioural, Emotional & Social Issues
- Dementia
- Acquired Brain Injury

## Important points to remember:

- This one day course will start promptly at 9.15 am and finish at 5.00 pm. Please allow ample time to get to the venue and find parking (if necessary).
- There will be 2 x 15 minute comfort breaks, one in the morning and one in the afternoon. Tea, coffee and biscuits will be available during these breaks.
- There will be a 60 minute lunch break at a time decided upon by the trainer.

## Course Outline for: Managing Challenging Behaviour Workshop.

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### Introduction & Needs Assessment (approx 15 minutes)

To explain the scope of the course, establish the needs of the group.

### SMART Principles (approx 60 minutes)

The foundation of the course. Studying these principles provides a framework for our intervention skills. These can then be combined to deal with the problems that occur in the work environment.

### General Awareness (approx 45 minutes)

On-going system to identifying risks in the workplace. Early recognition of potential violence enables greater opportunity for therapeutic intervention, avoiding escalation.

### Lalemand Red Behaviour Scale (approx 60 minutes)

Recognise five different levels of behaviour frequently displayed by people who are losing, or have lost, control. Identifies 2nd level messages often present in people with control problems & looks at positive behaviour strategies appropriate for presenting behaviours.

### Lalemand (Green) Behaviour Scale (approx 30 minutes)

Create an environment when violence is less likely to occur, it is necessary to fill an individual's life with as much quality as possible. Key life-enhancing areas are e.g. High Quality Relaxation: Seeing yourself as Productive and a contributor to the group and to yourself: Feeling that you are a member of a Caring Community.

### Giving Clear Directions (approx 10 minutes)

How to give clear requests in a stress situation to avoid confusion.

### Stay In The Box (approx 10 minutes)

To ensure that staff are aware of the range of appropriate interventions available to them and how to stay within acceptable limits.

### Physical SMART Principles (approx 40 minutes)

Clarifies how these principles relate to physical self protection.

### Non-abusive Physical Interventions (approx 75 minutes)

Stretch & Flex/Safety Warnings/Monitoring Performance

X-Shield - protection from blows

Wrist Release - release from an unwanted grab.

### Generating Co-operation (approx 15 minutes)

Covers how to make a Rapid Assessment and teaches staff to recognise (and test for) signs of co-operation in the most subtle ways, avoiding confrontational situations that can escalate into violence.

**Check for Learning, Evaluation, Questions & Answers taken during the day.**

## Safety Statement for: Managing Challenging Behaviour Workshop.

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When participating in active physical practice there is always the slight risk of physical injury. Prior to completing the physical section of this course, the trainer will demonstrate the range of movements required to complete the skills.

You will be asked to complete a health questionnaire and advised to use your best judgement and inform the trainer of any relevant medical information that would compromise safety. The trainer retains the right to refuse to teach anyone that they believe is either unfit, unsuitable or inappropriately dressed to safely complete the course.

Please let your trainer know if you have any physical problems that would disqualify you from participating in the physical portion of the course. Things that should make you consider sitting out of the physical session are, if you:

- currently see a GP for a health problem or injury e.g. shoulder, neck, knee, back
- take medication for a heart condition, diabetes or high blood pressure
- have recently had surgery or are waiting for surgery
- have suffered a work related injury
- have brittle bones
- are pregnant

If after discussing any concerns with your trainer, you wish to continue, you will need to sign the health questionnaire to state that you have discussed your concerns and believe yourself to be fit to undertake the training. You need to understand that whilst trainers have first-aid training, they are not medical experts.

**Stretch & Flex:** Warming up conscientiously will reduce the likelihood both of incurring injury, and of excessive aches and pains. Prior to undertaking physical skills you will be required to complete supervised exercises.

**Suitable Attire:** Casual clothes that provide freedom of movement. Comfortable flat shoes (for e.g. trainers). You will be asked to remove watches and jewellery e.g. rings with stones, dangly earrings and thick neck chains.

The trainer will introduce physical techniques that represent the scope of skills that you may need to manage aggressive behaviour at work. Skills are introduced at slow, medium and fast speeds. In our experience it is very rare for a participant to be injured in these practice sessions. The trainer will do his/her part to keep you safe and ask that you do your part to keep yourself and others safe. All techniques have their own safety considerations but you must be conscientious regarding safety.

You can stop at any time if the trainer asks you to practise a technique that you feel unable or unwilling to do. You can still participate actively by observing and encouraging colleagues. It is not a requirement for anyone to participate in the physical skills.