



Managing Challenging Behaviour

An agreed way to manage incidents ...

Any interaction with the public creates the need for staff to be trained to manage challenging and aggressive behaviour in a safe and appropriate manner

Staff will learn :

- The process of behaviour escalation
- Skills to manage behaviour at each stage of escalation
- Management plans for individual clients (risk assessment and planning)
- Training on local policies and procedures
- To create a safe working environment
- How to write a team safety plan to manage critical incident
- Team debriefing and incident review

An agreed way in which to manage incidents can increase staff confidence, support resilience and maintain well-being. It is also shown to reduce costs by preventing distressing incidents and the consequences of these incidents for organisations

