



## ***Managing Aggressive and Challenging Behaviour***

*Course fee £595 + VAT for up to 12 delegates*

*The aim of this course is to raise awareness of and improve knowledge and understanding of how staff can work with service users/clients who may be aggressive or violent and how to handle challenging behaviour.*

*Who should attend?*

*All employees*

### **Course topics:**

- What is challenging behaviour (including aggression)
- Who can present challenging behaviour
- What are the reasons for service users presenting challenging behaviour
- How to predict and prevent challenging behaviour
- How to manage challenging behaviour
- Appropriate risk assessments
- How to respond verbally and use of body language

**4 hour course**

**Attendance Certificate is provided together with a course summary handout**

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