



JCK TRAINING

health and social care | UK & Ireland

Working with Challenging Behaviour

COURSE INFORMATION 2011/2012

Course Overview: Managing Challenging Behaviour

This 1-day course is aimed at housing and social care workers faced with a variety of challenging behaviours in residential and supported community care.

Starting with the important premise that challenging behaviour almost always has a root cause, delegates will be faced with a variety of realistic case studies and audio-visual material from which they will be asked to use our CAPE model to Clarify, Assess, Plan and Evaluate both problem behaviours and our responses to these behaviours.

We use the Challenging Behaviour Toolkit to identify key interpersonal and communication skills to maintain safety and effect lasting change with challenging clients.

Shortened Courses

This 1-day course is now available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input. Contact us for details.

Learning Objectives: By the end of the course participants will be able to:

- Identify 'challenging' behaviours which clients may present in a variety of care settings
- Describe factors which may adversely or positively affect the behaviour of clients
- Design relevant interventions and care plans to prevent problems arising, and promote positive behaviours where problems have been identified

This course is suitable for:

- Supported Housing Workers
- Learning Disability Workers
- Teachers
- Lecturers
- Care Assistants

Course Outline: Working with Challenging Behaviour

Session Title	Description	Learning Method
Introductions	About today's course Introducing the Trainer and the group members to each other	Working in Pairs Large Group Discussion
The Pub Quiz	Key concepts Myths and stereotypes	Small Group Exercise Slideshow
'Challenging Behaviour': what do we really mean?	Toward a practical definition of challenging behaviour	Small Group Exercise Case Studies
Casenotes: Billy, Helen and Miranda	Identifying Planning Evaluating	Small Group Exercise Video clips Case Studies
The Toolkit	Useful skills and techniques to help delegates work effectively with service users	Slideshow Large Group Discussion
Case Studies in Challenging Behaviour	Preparing a graphical case presentation	Small Group and/or Individual Exercise Flip chart and pen
Summary, Evaluation and Close		

Delegates will receive a Handout Pack and Course Outline for use on the day. As a follow-up to the training we supply a complementary PDF manual sent to delegates by email. This is a comprehensive text written exclusively for this course and serves as a 'refresher' to the course material covered on the day itself. Delegates will also receive a Certificate of Attendance within a week of the event. All courses are fully evaluated using our own documentation, but in-house evaluation methods can be used if preferred.

Fees

We can provide an individualised, no-obligation quotation for you on request. The fee we quote is exactly what will be invoiced should you wish to book a course and will be guaranteed for a 3 month period following your initial enquiry.

We charge per course (not per person) and can work with a group of between 5 and 25 delegates at a venue of your choice. The fee includes all trainer expenses such as travel and accommodation, as well as course materials and a Certificate of Attendance for every delegate.

Our quotation includes:

Course Fee	£600 per day ^{1,2}
Travel	£0.40p per mile ³
Accommodation and subsistence	£70 per night ⁴

Working with JCK Training

Booking one of our courses is a collaborative process. From requesting a quotation to booking a date, we work closely with our clients to ensure each course is tailored to training needs and meets organisational learning outcomes. Programmes are adapted to meet the needs of any specific staff or client group at no extra charge, and Training Managers are asked to fully approve the programme before confirming dates and details. Clients will be invoiced (for the total quoted on the original quotation) on successful completion of the agreed project.

- 1** The course fee includes course delivery plus pre-course consultation and tailor-made Learning Objectives, content and case material specific and appropriate to the service users with whom your organisation works. Course materials are included as well as Certificates of Attendance for each delegate, which will be printed, signed and sent to you by post within a week of the training.
- 2** We usually deliver training over the course of a day, but most of our courses can be delivered as shorter 3-hour workshops with some truncation of Learning Objectives and content. Please enquire if this might be of interest to you. In most cases we can only provide shorter workshops on a consecutive AM and PM basis as it would not be practical to travel long distances for a single 3-hour course.
- 3** Travel expenses are based on a return journey between our base in Weymouth, Dorset and the training venue arranged by your organisation. We use Google Maps to calculate the shortest car journey, but will travel by train or air where practical and financially viable in which case any savings will be reflected in the quotation.
- 4** We will charge for overnight accommodation and subsistence only where significant travel is required by the trainer prior to course delivery.



Lead Training Consultant Connor Kinsella with a group of BTEC Care of the Older Person students

We guarantee:

- ▶ Brief, high-impact courses
- ▶ Individualised programmes focussed on YOUR staff and YOUR client groups
- ▶ Value for Money: we work with groups of up to 25 delegates
- ▶ Skilled, experienced trainers with years of 'hands-on' experience
- ▶ Testimonials and references available on request
- ▶ High quality training materials and reading lists

Contact Us

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