

# Enrichment: Challenging Behaviour – Conflict and Resolution

## Course overview

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Throughout life we may have to deal with challenging behaviour. This might be from the adults or children around us. For some, their job may include having to deal with challenging people: clients, carers, children or family of your clients. This course will provide you with the tools to understand challenging behaviour and to move a situation from conflict to resolution.

This workshop is ideal for parents to help them support and interact with their children more effectively. It is essential for learners on Business Administration, Childcare, Customer Services, Health and Social Care and Teaching Assistant courses.

## What will I study?

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You will:

- explore what contributes to challenging behavior
- develop tools to deal with difficult situations
- explore de-escalation techniques
- identify steps to work towards resolving challenging behaviour

## Assessment method

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- You will participate in Q&A sessions and discussions and receive verbal feedback from the tutor throughout the workshop.

## Entry requirements

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You will be on one of our qualifications courses or have a serious interest in the subject.  
You will need a good understanding of English.

## What should I bring with me?

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You will need to take notes so bring along your preferred tools such as a pen and paper or an electronic device.

## Key information

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Code	Date	Time	Location	Full Fee	Concessionary Fee
7101CP	Monday 12 October 2020	9.30am to 12.30pm	Dagenham	£9.00	£5.00

## Possible next steps

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You will be supported to enrol on to the most suitable course for you following the successful completion of this course.

## Contact us

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Our friendly staff can give you further advice and support.



email: [adultcollegeenquiries@lbbd.gov.uk](mailto:adultcollegeenquiries@lbbd.gov.uk)



call: 020 8270 4722