

CPD: De-escalation Techniques for Learning Support Assistants

Course overview

Situations and emotions can become fraught in any setting, including an educational one. Often the LSA/TA is the person tasked to work 1-1 with the learner. How those moments are managed can become critical to the future behaviour and emotional wellbeing of the learner. In this short course we will open the door to some strategies, techniques and tips to de-escalate.

This short course is ideal for learners on Health and Social Care and Teaching Assistant courses as well as people working in those professions.

What will I study?

You will:

- Explore and discuss triggers for escalation
- Explore the role of fight flight in escalation and how this changes the way in which we interact
- Discuss some do and Don'ts for in the moment
- Become more aware of the impact that your language has on the individual
- Begin to adapt your language and choose the right language, at the right time

Assessment method

- You will participate in discussions, Q&A and activities and receive verbal feedback from the tutor throughout the session.

Entry requirements

There are no specific requirements however you will need a solid understanding of English.

What should I bring with me?

You will need to provide your chosen method of note-taking such as notepad & pen or tablet.

Key information

Where possible this course will take place on site with social distancing measures in place. In the event of a lockdown, the course will take place online via MS Teams.

Possible next steps

Following the successful completion of this course, you will be supported to enrol on to other suitable CPD or wellbeing courses or onto other courses.

Contact us

Our friendly staff can give you further advice and support.



email: adultcollegeenquiries@lbbd.gov.uk



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