



WORKING WITH CLIENTS WITH CHALLENGING BEHAVIOUR

COURSE OUTLINE

PRE-WORKSHOP

Delegates to complete a short piece of reflective work which will be collated and used during the session

SECTION ONE - DEFINING 'CHALLENGING CLIENTS'

Delegates create and discuss their own definition of what constitutes challenging behaviour

SECTION TWO - UNDERSTANDING BEHAVIOUR

Using information from the pre-course work, encourage delegates to identify their own behaviour pre-, during and post-meetings

Gain understanding about why this awareness is important

SECTION THREE - STRATEGIES FOR WORKING WITH CHALLENGING BEHAVIOUR

Ascertain delegates' current strategies

Define what is successful/unsuccessful

Introduce new strategies to delegates, building trust, ground rules and boundaries

SECTION FOUR - SELF CARE

Examine how delegates calm down post-meeting

Discuss the importance of post-meeting 'down-time'

Enable delegates to discover their own post-meeting strategies