
Dealing with Challenging Behaviours (Total Quality Learning – Essentials Series)

This program focuses on identifying common challenging behaviours that you may find in your work environment, and providing strategies for dealing with them.

TQL Kit includes

- 1 Facilitator Guide (including program content and facilitator instructions)
- Program Agenda (½ day delivery)
- 3 Exercises
- 10 Participant Workbooks
- 10 Pre and Post Evaluations
- 10 Tent Cards
- Soft copy of Handouts, Evaluations and Tent Cards
- A supplementary PowerPoint

Program Content

Introduction

- Objectives

People and Challenging Behaviours

- Behaviour Self-Assessment

Strategies for Dealing with Challenging Behaviours

- What Causes Challenging Behaviours
- Influencing the Uncooperative
- Ten Steps to Dealing with Challenging Behaviours
- Lowering Stress to Improve the Situation
- Positive Thinking

Practice

Learning Journal