



Dealing with Students Positively

2.5 hours

Occasionally staff witness minor infringements taking place around college, or are required to defuse and re-engage with students who are displaying challenging behaviour. Many feel nervous of dealing with these without confrontation. This session gives several approaches to managing and de-escalating situations in a positive manner. During the session, we will:

- Discuss the situations staff may face
- Learn more about our own behaviours/body language and how these impact on others
- Understand how to appear more assertive without coming across as aggressive
- Learn verbal strategies - 'scripts' - which can be used to defuse and de-escalate

Training by Hilary Nunns

Can Do Courses
Providers of Behavioural Management Training