



Dear Colleague,

Re: Managing Challenging Behaviour in Care Settings
[A one-day Workshop](#)
[MONDAY 22ND NOVEMBER - LONDON](#)

As more and more services recognise the value and advantages of working within a non-aversive framework, the need to manage challenging behaviours in a more pro-active way is increasingly becoming a priority. The aim of this workshop is to promote a better understanding of why behaviours occur and then manage them effectively in a non-confrontational manner.

A key to this is adopting the 'low-arousal' approaches which provide a number of strategies to avoid crisis situations and reduce the need for physical intervention. There are many benefits of adopting this approach, not least, providing a safer environment for staff and service users alike along with a greater valuing of the people we work with.

I enclose some information on this workshop and hope that you and perhaps some of your colleagues will be able to join us at this event. We look forward to welcoming you on the day.

For more information on the work of Studio 3 please visit our websites:

studio3.org & lowarousal.com

Yours sincerely,

Myra Ward

Conference Manager

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STUDIO III

REGISTERED OFFICE: 32 GAY STREET, BATH, BA1 2NT TEL: 01225 334111 FAX: 01225334416

REGISTERED IN ENGLAND NO. 2777193



MANAGING CHALLENGING BEHAVIOUR IN CARE SETTINGS

A one-day workshop designed to give care staff the skills to better manage behaviours through the adoption of the 'Low-arousal' approaches led by Andrew McDonnell PhD

MONDAY 22ND NOVEMBER – LONDON

Managing aggression and violence remains a major concern for those who care for service users who challenge. It is not uncommon for a situation to escalate to the point when physical intervention seems the only course of action. Once crisis level is reached, further management presents a high risk to both staff and clients alike

Prevention is better than intervention

Physical interventions tend to focus on managing situations after they have occurred and do not address the antecedents which triggered the behaviour in the first place. During this workshop we will be examining strategies for defusing incidents – The 'low-arousal' approaches.

What are the 'low-arousal' approaches?

Broadly, the 'low-arousal' approaches can be defined as:

'A collection of behaviour management strategies which focus on the avoidance of confrontation. This is primarily achieved by the reduction of trigger/cue behaviours which may arouse an individual who presents with violent behaviours'. The 'low-arousal' approaches are research based and have been clinically tested by Studio III Training Systems, leaders in the field of behaviour management. 'Low-arousal' is key to the philosophies and practices which underpin the highly successful Studio III model.

Used properly, the 'low-arousal' approaches should lead to:

- Less incidents and therefore less stress
- A reduction in the need for physical interventions leading to a safer environment for staff and service users alike
- A greater valuing of the people we work with
- A more pro-active approach to managing behaviours allowing greater scope for more meaningful activities for service users
- Greater staff confidence and consistency in managing challenging Behaviours
- Developing specific reactive plans for individuals who challenge

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During this workshop you will learn:

- Many causes of anger and frustration which can lead to challenging behaviour
- What winds people up, what calms them down
- The least aversive ways of managing a behaviour
- How our behaviour can effect the behaviour of others
- How to move away from a demand culture – demands are not always what they appear to be
- Why it is a good idea to avoid confrontation
- An understanding of the arousal curve – being aware of the trigger zone

Outline for the day

09.30	Introduction to Studio III Aims and expectations of the day Introduction to the 'Low-arousal' approaches
10.45	Break - <i>Tea/Coffee</i>
11.00	Behaviour tolerance exercise
11.30	Managing behaviours versus changing behaviours Causes of Challenging Behaviour <ul style="list-style-type: none">• A client group perspective• Some common causes of challenging behaviour• Recognising and avoiding triggers
12.30	Lunch
13.30	The 'Low-arousal' approaches in practice The role of Reactive Plans
15.00	Break - <i>Tea/coffee</i>
15.15	Coping with challenging behaviour – debriefing after an incident Group discussion
16.00	Workshop ends

The presenter

This one day workshop will be lead by Andrew McDonnell PhD, Clinical Psychologist and author of 'Managing aggressive behaviour in care settings: The use of low arousal approaches ' recently published in April 2010 by Wiley. A recent review of this book by 'Dr Brodie Paterson, University of Stirling stated that 'Low arousal approaches substantially demonstrate their relevance to current practice' Andrew regularly delivers workshops in low arousal approaches across a range of European care services. Andrew has published extensively about the approach and is considered to be a leading international expert in the area of non confrontational approaches.

Who should attend?

This workshop will be invaluable to all those involved in the care, health and education of service users who challenge. Topics covered will be relevant to staff working in the fields of learning disabilities, autism, the care of older adults and mental health.

The Venue

ORT House 126 Albert St Camden **London** NW1 7NE.

Directions: www.orthouse.co.uk

The Cost

The total cost of the day, including lunch and refreshments, will be £97 plus VAT - Total: £113.97

Discounts available for booking 5 places or more

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STUDIO 3 - Registration Form

Title: Managing Challenging Behaviour in Care Settings
Date: Monday 22nd November 2010
Venue: ORT House Conference Centre, 126 Albert Street, London NW1 7NE

Number of places required @ £97.00 + VAT = TOTAL: £113.97 per delegate

Total remittance enclosed £..... (Cheque payable to Studio III Innovations Ltd)

I will require an invoice before I can make payment (please tick if applicable)

Please note: Where invoices are issued full payment must be received by Studio III Training Systems prior to attending the conference. Cancelled bookings will be charged at full rate.

Name/s of Delegate/s	Job Title
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.....
.....
.....

Reservation made by Job Title

Telephone No. Ext.

Name of Service

Address

.....

.....

Please send your booking form together with your cheque to

Studio III Innovations, 32 Gay Street, BATH BA1 2NT

For the attention of Myra Ward Tel: 01225 334111 Email: london2010@studio3.org

FOR REGISTRATION ON LINE: lowarousal.com/london-2010