



Course Title: Behaviours that Challenge

Length: 3 hours

Learning Outcomes

- Define 'Challenging Behaviour'
- List types of behaviour that maybe viewed as challenging
- Discuss environmental and personal factors that influence behaviour
- Consider how communication affects behaviour
- Describe the five stages of emotional arousal
- Consider suitable de-escalation techniques
- Suggest ways of promoting non-challenging behaviour

All courses include handouts and certificates.

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