

Managing Challenging Behaviour in Education & Further Learning

Empowering People Together



Delivery Methods

We provide a flexible approach to delivering our training, IKON Live, live online training, in-person face-to-face training or via our train the trainer programme



IKON Live, live online training

Our effective remote communications training enables your people to get the training they need wherever they are, with a real life IKON trainer, via Microsoft Teams



Face-to-face training

Many of our courses, especially those with physical skills, can be delivered in a face-to-face training environment, either at your venue or ours



Train the trainer training

IKON's train the trainer service will enable your team to deliver motivational and insightful training that builds confidence and trust with delegates

IKON has been extremely responsive and flexible whilst maintaining a high level of training

Suffolk County Council



Empowering People Together

Our training helps people in education and further learning manage challenging behaviour.

IKON's training has been developed to tackle the specific challenges faced by those working in schools, colleges and centres of further learning:

- **Managing challenging behaviour**
- **Communications skills (including telephone)**
- **Physical skills**
- **Awareness**

We understand that best practice and legislation are continually evolving. That's why we never stop learning; developing our team and our training.



IKON is committed to helping your people feel safe and confident at work

- **Suffolk County Council approved supplier for Children's Services**
- **Schools' Choice collaborator**
- **Support through Ofsted and CQC inspections**
- **Education-specialist trainers employed by us**
- **Modular courses tailored to your needs**
- **Whole school approach**
- **Comprehensive audit trails**
- **Thorough post-course reports**
- **Regular professional feedback and advice**



Training Needs Analysis

Often, our clients request that we combine the content of more than one course. We're happy to create bespoke packages tailored to your needs.



Stand-alone Courses

MANAGING CHALLENGING BEHAVIOUR - THEORY

This course is a prerequisite to the practical training. This course is designed so that your people will be able to identify and manage challenging behaviour pro-actively. By the end of the course they will be able to understand and implement de-escalation strategies with a focus on early intervention.

Course Content

Understanding challenging behaviour in your setting

- Experiences and challenges faced
- Causes, triggers and precursors
- Iceberg theory

Behaviour triggers and the changes that indicate escalation towards violence

- Recognising behaviour changes
- Warning and danger signs

De-escalation strategies and techniques

- Communication models and theories
- De-escalation strategies

Legal rights and responsibilities

- Policies and procedures
- Legislation

Delivery Methods



Outcomes

- Recognise the signs of challenging behaviour
- De-escalate using excellent communication
- Understand the legal and moral position

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates
per course

3.5

Hours
per course

Suggested Attendees

New employees, teaching staff, non-teaching staff, those facing challenging behaviour

Each of these training courses can be delivered independently or as part of a bespoke programme

MANAGING CHALLENGING BEHAVIOUR - PRACTICAL

This course teaches staff to remove themselves or others from a potentially dangerous situation and in worst cases restrain a pupil/student to ensure a safe environment whilst understanding the medical and legal implications of using techniques.

Course Content

Distance, positioning and movement

- Stance
- Environmental awareness

Breakaway and disengagement

- Disengagement techniques

Redirection and relocation

- Safe moving
- Hip checking

Restrictive/restraint techniques

- Single and pairs techniques
- Standing and seated interventions
- Medical implications of techniques

Incident reporting

- Documentation
- Post-incident procedures



Outcomes

- Demonstrate positive body language to prevent or de-escalate behaviours
- Relocate pupil/students from challenging situations safely
- Restrict and restrain pupils/students to maintain safety
- Understand the legal and moral position

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

12

Max delegates
per course

3.5

Hours
per course

Delivery Methods



Suggested Attendees

All new employees, teaching staff, non-teaching staff, particularly SENCO and Pastoral Care Teams

Stand-alone Courses

CONFLICT RESOLUTION

Our conflict resolution course helps people to recognise and resolve challenging situations. They will be provided with the attitudes, behaviours and skills to resolve conflict in a safe and confident way.

Course Content

Exploring conflict

- Defining conflict
- Common causes
- Stages of conflict

Communication models and de-escalation

- Conflict examples
- Warning and danger signs
- Communication models
- Cultural differences
- Communication and de-escalation

Procedural, environmental and legal responsibilities

- Use of force legislation
- Risk assessments
- Policy and best practice
- Mental Capacity Act

Incident reporting and support

- Documentation and systems
- Post-incident procedures
- Options for support



Outcomes

- Recognise conflict and the causes
- De-escalate aggressive behaviour effectively
- Understand procedural and legal context of violence
- Provide post-incident procedures

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates
per course

3.5

Hours
per course

Delivery Methods



Suggested Attendees

Reception staff, teachers, assistant teachers, management, staff managing conflict in the workplace

Each of these training courses can be delivered independently or as part of a bespoke programme

LONE WORKER

Our lone worker training will improve the health and safety, self-awareness and confidence of people who have to work without supervision. The training will focus on communication skills, risk assessment practices, positive body language, stance and positioning skills.

Course Content

Lone working and personal safety

- Lone working definitions
- Work-based case studies
- Impact factors – personal and environmental
- Dynamic risk assessment

Policies and procedures

- Your policy
- Post-incident
- Options of support

Communication and lone working strategies

- Managing conflict
- Control measures

Physical stance and positioning

- Posture
- Distance
- Crisis communication
- Escape routes
- Tactical awareness



Outcomes

- Define lone working
- Identify personal safety risks
- Understand policies to keep you safe
- Demonstrate positive communication and strategies

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

16

Max delegates
per course

3.5

Hours
per course

Delivery Methods



Suggested Attendees

Staff who work alone,
teachers, assistant teachers
managers, receptionist staff

Stand-alone Courses

SAFETY POD

Our Safety Pod course is for those working with children displaying challenging behaviours. The Safety Pod is an innovative piece of equipment specifically designed to support children and young people.

Embedded as a bespoke piece of furniture in your school environment, you'll explore how the Pod can be employed as part of a child's behavioural plan to prevent incidents occurring and or utilised as a de-escalation strategy when behaviour increases.

The Pod offers safer alternatives when physical skills are required, bringing situations to a safe conclusion faster, reducing the risk of injury to staff and the child/young person whilst upholding their human rights. Endorsed by leading industry experts and backed by medical support the Pod will elevate your safety standards.

Course Content

Understanding Behaviours that Challenge

- Exploring experiences.
- Identifying Causes, Triggers and Changes in Behaviour.

De-escalation Skills

- Utilising communication skills.
- Person-centred distraction/diversion strategies.

Responsibilities and Guidelines

- Policies and procedures.
- Legislation and Risks.
- Post-Incident Reviews.
- Reporting and Recording.

Physical skills

- Positive Stance and Positioning.
- Balance Displacement Techniques.
- Restraint application guidelines.
- Foreseeable Risk and Medical Implications.

Safety Pod

- Introducing.
- Moving and Handling
- Understand versatility and implement safe practices.
- Scenarios.
- Maintenance.



Outcomes

- Understand and recognise the use of the Safety Pod in your setting
- Navigate the legal framework for physical skills- Demonstrate safe application of restrictive interventions on the Pod
- Recognise risks and medical implications of restrictive practices

At the end of this course your team will receive:

- Certificate of attendance
- Post-course resources

12

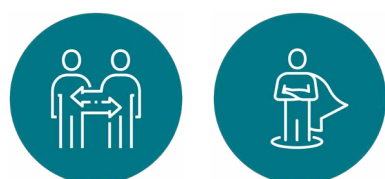
Max delegates
per course

1

Day
per course

Suggested Attendees

Receptionist Staff, Teachers, Assistant Teachers, Management, Staff Managing Conflict in the Workplace.



Prerequisite: Learners must have received training within the past year covering approved physical intervention techniques for effective Safety Pod use.

Each of these training courses can be delivered independently or as part of a bespoke programme

Feedback



Fairfield Infant School

I really liked how it was adapted to meet the needs of our pupils. It is reassuring to practice the controls, movement techniques, holds and restraining techniques (and legal info) as we use these in everyday practice.



WS Training

I found learning about the conflict continuum and the five step appeal extremely relevant to how we can work with both our students and colleagues. The trainer was extremely engaging. He was able to offer a lot of guidance and reassurance regarding the concerns we had. It was a very enjoyable and engaging course.



Barnham Church of England Voluntary Controlled Primary School

Both de-escalation and re-focusing attention on the children who are doing the right thing was a valuable reminder. Being able to calmly restrict a child if needed. Really useful and personalised to the unique needs of our school. Thank you!



Bedfield CEVC Primary School

How to hold children when they resist and become hard to move. Discussion of legislation and safe move/hold techniques - for if they should be needed. This has really supported my confidence in ways to prevent build up of behaviour and to know what we can safely do if a behaviour does get out of hand.



Suffolk One

Thank you. Best training we've had delivered



Stoke High School

Thought the course was informative, I feel more confident. I think it would be useful for all members of staff to receive this training



Heartsease Primary Academy

Moving a child who is in danger of themselves and others. Really informative and very relevant to the children in our setting. I feel much more confident to support colleagues. Helpful trainers, plenty of time to practice. Thanks. Fantastic.



Gusford Primary School

The course content was exactly what we required, was delivered very well and was very interactive. Would definitely recommend



NORTHGATE
High School

Northgate High School, Ipswich

A bespoke course provided practical techniques to de-escalate challenging situations. Staff found the guidance on stance, positioning, redirection and holding extremely useful and left the training feeling empowered

Dale Banham, Deputy Headteacher
Northgate High School, Ipswich

We'd love to hear from you

If you have any questions or you'd like to discuss your specific requirements, we'd love to hear from you.

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