

## **Managing Challenging Behaviour - Guidance for Instructors and Coaches**

### **Prior to the activity:**

You should establish before taking a group of young people on an activity whether any child has a specific behavioural diagnosis, ie Autistic spectrum, ADHD, Tourette's syndrome etc. Specialist advice and support should be sought for working with these children.

The following guidelines are for working with young people displaying challenging behaviour. Always confirm the group's agreement:

- Establish behaviour expectations from the outset, explain who is in charge and why (safety etc)
- Explain boundaries and respect for property and each other
- Explain sanctions and consequences for inappropriate behaviour

### **During the activity:**

When working with groups or individuals with challenging behaviour:

- Employ your own method for memorising individual names – but do so as soon as possible
- Try to establish a relationship with your group, particularly those exhibiting challenging behaviour, eg by showing an interest in them
- Give positive reinforcement, ie praise 'good' behaviour and achievements
- Keep challenging members of the group busy by giving them small tasks of responsibility
- Avoid confrontation
- Avoid physical contact, punishment or threat of such
- Avoid physical restraint – use only for safety of the young person or other members of the group (see below)
- Avoid negative instructions ie instead of "Stop doing ....." say, "It would be better if ....."

### **Possible options and sanctions:**

In responding to challenging behaviour the response should always be proportionate to the actions, be imposed as soon as is practicable and be fully explained to the child and their parents/carers. In dealing with children who display negative or challenging behaviours, staff and volunteers might consider the following options:

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking through with the child.
- Increased supervision by staff/volunteers.
- Use of individual 'contracts' or agreements for their future or continued participation.
- Sanctions or consequences e.g. missing an outing.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's needs are met appropriately e.g. referral for support to Children's Social Care, discussion with the child's key worker if they have one,

speaking to the child's school about management strategies (all require parental consent unless the child is felt to be 'at risk' or 'in need of protection').

- Temporary or permanent exclusion.

### **Should problems arise:**

- Do not humiliate or verbally abuse the young person
- Discuss the problem one-to-one, ensure you always have another adult present and never in front of the whole group
- Do not criticise the young person, only their behaviour
- Remind them of consequences/sanctions, employing your own policies, ie 'three strikes and you're out' or second/ final warning etc
- Always give them a choice (and therefore responsibility) if they fail to comply, for how things turn out, ie "If you choose not to follow my instructions, then you are accepting the consequences" or "If you make the right choice .... it would be a really good result for you and the group". Give them some time to make their decision without further discussion.

### **Physical Intervention:**

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a child injuring themselves or others, or causing serious damage to property. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour.

Physical contact to prevent something happening should always be the result of conscious decision-making and not a reaction. Before physically intervening, the member of staff or volunteer should ask themselves 'Is this the only option in order to manage the situation and ensure safety?'. It is good practice to ensure that if you have to physically intervene in a situation with a child/young person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted. Studies have shown that, where this is the case, children and young people understand and accept the reasons for the intervention.

### **For your own protection:**

- Never be alone with a student
- Keep a written record of any specific behavioural incidents
- Note the names of witnesses to such incidents

### **A policy for managing challenging behaviour:**

In conclusion, all organisations that have a duty of care to children and young people should develop and implement a policy and procedures on managing challenging behaviour or consider incorporating this into their child protection policy.