

## Awareness Course Outline:

### De-escalation

<b>Course Title:</b>	<b>De-escalation</b>
<b>Overview:</b>	<p>The course is aimed at staff who work in challenging care environments such as learning disability, mental health and elderly care.</p> <p>It focuses upon psychological rather than physical techniques and interventions that will enable staff to defuse and de-escalate challenging situations with service users.</p>
<b>Course Content:</b>	<p>The course covers:</p> <ul style="list-style-type: none"><li>• The concept of challenging behaviour</li><li>• Causes and triggers of challenging behaviour</li><li>• The escalation Cycle</li><li>• De-escalation models and theories</li><li>• Non-verbal behaviour</li><li>• Legislation</li><li>• Breakaway techniques</li></ul>
<b>Methods Used:</b>	Lecture Case Studies Accelerated Learning
<b>Venue:</b>	Learners Workplace Venue to be agreed
<b>Course Duration:</b>	Full day
<b>Certificate:</b>	Essential Learning Certificate of Attendance