

De-escalation



COURSE OUTLINE (2 hours)

- ✓ Behaviour as communication
- ✓ Self-awareness
- ✓ Language we use
- ✓ Unhelpful responses (activity)
- ✓ Body language
- ✓ Scripts
- ✓ Social Discipline Window
- ✓ Having a plan
- ✓ Follow up and importance of repair

For booking info/cost email:
bss@schools.sunderland.gov.uk

Behaviour Support Service