

## Leadership Pathways Skills Days

This area of the website provides information about the four Leadership Pathways Skills Days,

Below you can find information about the Skills Day on Dealing with Challenging Behaviour.

### Dealing with Challenging Behaviour

Most of us have experience of dealing with challenging behaviours and most of us can agree how much time, emotion and energy can be expended trying to build a productive dialogue in such circumstances. This skills day gives participants the opportunity to learn a number of communication, human behaviour and planning techniques that will improve their effectiveness in this important area of management and leadership.

In preparation for the workshop, participants are asked to reflect on current situations they are facing in their organisation and to bring brief notes to the workshop. They should identify challenges and plan for changes to their leadership practice as an outcome of the final session.



The workshop will:

- teach participants a communication technique developed by Andrew Bailey and Gerard Egan that will increase their chances of having productive conversations when faced with challenging behaviour
- help participants reflect on their current conversational style
- help participants build empathy in understanding the situation from the challenging person's point of view
- introduce participants to some additional specialised assertive communication techniques that will help them cope with negative emotions
- reinforce the importance of planning when it comes to dealing with challenging behaviour and give participants the opportunity to apply their learning to a practical, work-based situation that they are dealing with presently
- provide an opportunity for participants to work with, share ideas with, and learn from colleagues who may well share many of the same challenges

What previous participants have said:

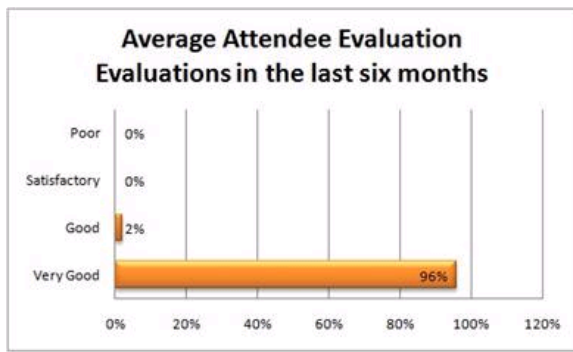
*I will think about using the strategies that I have learnt from today when dealing with challenging behaviours*

*I enjoyed the interactive nature of the event and being able to experiment with some of the techniques that I have learnt today*

Currently we are offering this day for £175 or you can book this session as well as another session at our discounted rate of £300 for a limited time only.

N.B the fee for Leadership Pathways already covers the cost of two skills days. You only pay for a third or fourth day.

Please see the graph below to see how participants have rated previous days in terms of the achievement of learning objectives



#### Further information



Please phone EMLC on 01234 880130 and speak to Hena Mahmood about what is involved in the Skills Days or for a discussion about other training and support available.

[Click here to access the booking form](#)

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[Map and directions](#)

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