

## Unit Details

<b>Unit Title</b>	<b>Managing Conflict and Challenging Behaviour</b>
<b>Level</b>	<b>2</b>
<b>Credit Value</b>	<b>1</b>
<b>Guided Learning Hours</b>	<b>10 hours</b>
<b>Unit Summary</b>	<p>This unit explores and examines conflict and the displaying of challenging behaviour by young people within youth work settings.</p> <p>This unit will need to be assessed through portfolio and observation of practice by appropriate observer in line with JETS Committee requirements.</p>
<b>Learning Outcomes (1 to 4)</b> <b>The learner will be able to:</b>	<b>Assessment Criteria (1.1 to 4.2)</b> <b>The learner can:</b>
1. Recognise conflict and challenging behaviour	1.1 Identify what is meant by challenging behaviour 1.2 Describe how different types of challenging behaviour could affect a group 1.3 Describe why it is important to develop a trusting and respectful relationship with young people to enable positive challenge 1.4 Explain the importance of setting appropriate boundaries and expectations with young people, including behaviour 1.5 Describe own values and how these relate to working with young people and managing young people's behaviour 1.6 Describe the importance of addressing challenging behaviour and consequences if not challenged
2. Understand Youth Work interventions to resolve conflict and challenging behaviour	2.1 Describe examples of conflict and challenging behaviour that might occur in a youth work setting 2.2 Explain different approaches to address these behaviours 2.3 Describe ways specific behaviours within groups can be defused positively
3. Recognise improved behaviour	3.1 Describe why it is important to recognise changed behaviour of the individual 3.2 Record 3 examples where positive acknowledgement of changed behaviour has been provided
4. Know the importance of keeping young people and workers safe	4.1 Identify situations when it is appropriate to find support to deal with challenging or conflict behaviour 4.2 Describe key support available to deal with challenging and conflict behaviours

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### Mapping to National Occupational Standards (NOS) - Joint Education Training Standards committee (JETS)

#### Indicative content/ Underpinning Knowledge

- Reasons behind/factors contributing to challenging behaviour and its context: personal beliefs & preferences; cultural, educational and employment background; prejudice & discrimination regarding age, ethnicity, gender, illness, disability, faith, sexuality; specific aspects of personal circumstances, specific aspects of social history
- Factors affecting people's ability to address issues: level of understanding; emotional involvement; level of confidence; communication skills
- Ways of enabling young people to recognise and address conflict and challenging behaviour, including:
  - Recognising the impact of your own reactions
  - Challenging 'in the moment'
  - Communicating effectively in conflict situations
- Balance between supporting and challenging young people and their behaviour
- The roles and responsibilities of youth work organisations in dealing with conflict and challenging behaviour
- The range of other professionals and organisations that can support interventions to manage conflict and challenging behaviour