

Unit Details

Unit Title	Managing Conflict and Challenging Behaviour
Level	3
Credit Value	1
Guided Learning Hours	10 hours
Unit Summary	This unit explores and examines strategies for dealing with challenging and conflict behaviour within youth work settings. This unit will need to be assessed through portfolio and other evidence in line with JETS Committee requirements
Learning Outcomes (1 to 3) <i>The learner will be able to:</i>	Assessment Criteria () <i>The learner can</i>
1. Recognise conflict and challenging behaviour	1.1 Explain what is meant by challenging behaviour 1.2 Explain how different types of challenging behaviour could affect a group 1.3 Explain the benefits of developing 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 Assess how your own values impact on how you work with young people and manage young peoples behaviour 1.6 Explain the importance of challenging inappropriate behaviour and the consequences if such behaviour is not challenged
2. Understand and use Youth Work interventions to resolve conflict and challenging behaviour	2.1 Describe examples of challenging/ conflict behaviour that might occur in youth work setting 2.2 Explain different approaches to address these behaviours 2.3 Analyse your own strengths and weaknesses in dealing with challenging behaviour in youth work settings 2.4 Demonstrate methods of defusing specific challenging behaviours in youth work settings.
3. Recognise improved behaviour	3.1 Explain why it is important to recognise changed behaviour of the individual 3.2 Demonstrate methods of providing positive acknowledgement of changed behaviour 3.3 Analyse the factors leading to improved behaviour in one or more young person with whom you work
4. Be able to keep young people and workers safe in youth work settings	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 in your youth work setting

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

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:
 1. Working with anger and aggression
 2. Recognising the impact of your own reactions
 3. Challenging 'in the moment'
 4. Communicating effectively in conflict situations
 5. Interpersonal conflict dynamics
- 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