

SFJGC9 - SQA Unit Code F29B 04

Contribute to the prevention and management of inappropriate behaviour



Overview

This unit is about contributing to the prevention and management of inappropriate behaviour. Inappropriate behaviour can be triggered by: interactions between individuals, or events in the vicinity of the individual, environmental factors or personal or social aspects of the individual's life.

Inappropriate behaviour may be verbal or nonverbal and could be social, physical, sexual or emotional in nature. The unit includes seeking to prevent inappropriate behaviour through the development of relationships and environments that are conducive to constructive behaviour. When inappropriate behaviour occurs, your actions may include: explaining the nature of the behaviour and the consequences, diverting the individual(s) to other activities, preventive action to stop the individual when there is direct risk and/or seeking help from other workers. You will also need to deal with the consequences of the behaviour for other people involved

There are three elements

- 1 Contribute to preventing inappropriate behaviour
- 2 Deal with incidents of inappropriate behaviour
- 3 Contribute to reviewing incidents of inappropriate behaviour

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Performance criteria

Contribute to preventing inappropriate behaviour

You must be able to:

- P1 manage the environment in a way that is conducive to meaningful interactions
- P2 communicate with others in a manner which
 - P2.1 is appropriate to them
 - P2.2 encourages an open exchange of views and information
 - P2.3 minimises any constraints to communication
 - P2.4 is free from discrimination and oppression
 - P2.5 acknowledges the rights of everyone present and is supportive of those rights
- P3 take actions in accordance with organisational guidelines to maintain calmness and safety
- P4 take appropriate action to prevent triggers to inappropriate behaviour recurring, and to enable individuals to find alternative ways of expressing their feelings
- P5 take actions in accordance with organisational guidelines to protect individuals at whom the inappropriate behaviour may be directed

Deal with incidents of inappropriate behaviour

You must be able to:

- P6 take constructive action to minimise identified inappropriate behaviour which is consistent with
 - P6.1 any inherent risks
 - P6.2 the maintenance of effective working relationships
 - P6.3 organisational policy and procedures
 - P6.4 evidence of effective practice
- P7 acknowledge opposing interests and take constructive action to address them
- P8 take prompt action to protect those at whom the inappropriate behaviour is directed
- P9 take constructive action to defuse inappropriate behaviour
- P10 call for any necessary assistance and emergency support as required
- P11 act in a manner which is likely to promote calm and reassurance, and make this clear to all involved
- P12 manage physically inappropriate behaviour in ways that are consistent with organisational guidelines, and use the safest available methods
- P13 complete records accurately and clearly, and store them according to organisational requirements

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Contribute to reviewing incidents of inappropriate behaviour

You must be able to:

- P14 encourage those involved in incidents to contribute to reviewing the incident
- P15 offer time, space and support so that everyone involved can express their feelings and examine their behaviour
- P16 explore constructively with everyone involved the reasons for, and consequences of, the abusive and aggressive behaviour
- P17 make referrals to the appropriate people if specialist help is required
- P18 make clear and constructive contributions to team discussions about incidents of abusive and aggressive behaviour, and organisation practice in dealing with them
- P19 manage your own feelings aroused by the incident in a way which recognises your right to have such feelings, and recognise that not all incidents are capable of prevention
- P20 complete records accurately and clearly, and store them according to organisation requirements
- P21 provide accurate and clear information to others so that issues and needs can be addressed

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Knowledge and understanding

You need to know and understand:

Contribute to preventing inappropriate behaviour

- K1 what constitutes a conducive environment
- K2 what constitutes inappropriate behaviour
- K3 constraints to effective communication
 - K3.1 interpersonal
 - K3.2 physical
 - K3.3 environmental
- K4 how different forms of behaviour can be interpreted and the ways in which people communicate by behaviour as well as through language
- K5 ways of communicating with others which are likely to maximise productive engagement and minimise unproductive interventions
- K6 ways in which feelings of anger and frustration can be displaced from their original source to those in authority and how you can deal with this
- K7 the ways in which an individual's culture, gender and behaviour can influence practice
- K8 how you apply the principles of equality, diversity and anti-discriminatory practice to your work
- K9 organisational guidelines on how to handle discriminatory behaviour
- K10 organisational guidelines on how to protect individuals at whom the inappropriate behaviour may be directed
- K11 how to enable others to express their feelings in a more appropriate manner

Deal with incidents of inappropriate behaviour

You need to know and understand:

- K12 how and why to conduct a risk assessment
- K13 the ways in which stereotyping might affect risk assessment and how to guard against this
- K14 organisational policy and procedures for tackling inappropriate behaviour
- K15 how to distinguish between aggression and assertiveness
- K16 how to evaluate your own competence at work and decide when further support and expertise are needed
- K17 relevant legislation and guidelines relating to your work

Contribute to reviewing incidents of inappropriate behaviour

You need to know and understand:

- K18 organisational procedures for reviewing incidents
- K19 how to contribute to the review process and why this is important
- K20 why it is important to review the incident with the client and ways of doing this constructively
- K21 how to manage your own feelings and why this is important

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- K22 organisational procedures for making referrals if specialist help is needed
- K23 organisational procedures for recording, storing and transmitting information

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Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

Contribute to preventing inappropriate behaviour

questioning
active listening
presenting information
checking
understanding
negotiating
reflecting

Deal with incidents of inappropriate behaviour

questioning
active listening
negotiating
reflecting
checking understanding
decision making
presenting information

Contribute to reviewing incidents of inappropriate behaviour

questioning
active listening
negotiating
reflecting
checking understanding
presenting information
recording and storing information

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Developed by Skills for Justice

Version number 1

Date approved July 2009

Indicative review date July 2011

Validity Current

Status Original

Originating organisation Skills for Justice

Original URN SfJ GC9

Relevant occupations Public Services; Public Service and Other Associate Professionals

Suite Legal Advice

Key words Social, physical, sexual or emotional behaviour, deal with incidents, resolve