



Maybo's Children's Services programme

Conflict management for staff
in schools and care settings,
and all those working
with young people





A third of teachers in the UK have faced physical aggression from pupils, a survey for the Association of Teachers and Lecturers (ATL) shows. And more than half have known of colleagues who had left teaching because of poor pupil behaviour. Other surveys show violent incidents are even worse in settings dedicated to children with learning difficulties or in care.

Using its expertise in conflict management, Maybo has worked to find ways forward to assist staff in children's services to manage the risks they face.



Course content for safer working with children and young adults

Effective conflict management requires action at organisational and individual levels. Maybo's conflict management programme addresses action at both levels. The programme helps staff develop skills to reduce the likelihood of incidents and to manage them effectively if they do occur.

Key content areas are:

- Understanding and planning responses to challenging behaviour
- Understanding factors that can escalate and de-escalate conflict
- Using effective verbal and non-verbal communication skills to defuse potentially violent situations
- What the law says about the use of force
- What to do after an incident of challenging behaviour



The SAFERchildren programme has proved itself

Following Maybo training in a school with resourced provision for children with social, emotional and behavioural difficulties,

- The number of incidents of challenging behaviour reduced by nearly 40%
- Pupil behaviour improved (reward time earned increased by more than 10%)
- The number of incidents of seriously challenging behaviour (that required more than 30 minutes to resolve) dropped by 80%
- The number of incidents of physical intervention dropped by more than 80%

Why the Maybo SAFERchildren programme worked

This numerical evidence of effectiveness is further supported by observation of how staff behaviour changed following the training. For example,

- Staff made more use of effective proactive prevention techniques, rather than just relying on strategies to handle conflict when it occurred
- Staff changed their body language, to help them remain more calm, and to avoid sending accidentally aggressive signals
- Staff gave children more options and more responsibility to enable them to find their own resolution to difficulties.

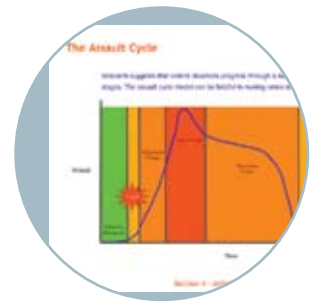
‘We are already seeing a difference in how situations are handled and how, more importantly, we are working together, pupils and adults, to prevent violent outbursts in our school.’

Headteacher, Primary school

Meeting the needs of all children's services staff

Maybo tailors its conflict management course to meet the need and experiences of different groups of staff:

- Staff that work directly with children and young people have the opportunity to improve their understanding of conflict and develop their face-to-face skills
- Managers and policy developers learn about organisational approaches to reducing conflict and violence. They also develop skills in how to support their front line staff during and after an incident
- Administrators, teachers and support staff will learn about skills that help in dealing with parents and carers of children and young people



Acquiring the knowledge and skills

Participants can prepare for the training day through a short pre-course learning option. This helps them make best use of the face-to-face training with one of Maybo's highly skilled trainers. The subsequent training day is then highly interactive, focussing on development, rather than initial acquisition of knowledge and skills.

The interactive training day enables participants to develop their skills and understanding. Participants work through scenarios that are typical of those they face in their workplace. They receive a full colour workbook which acts as a resource for future reference and which also includes exercises for completion on the day.



Options to maximise the benefits

- **On-line resources:** During the training needs analysis process, organisations can request that their policies should be included in the online learning website. This ensures that all staff can be reminded of relevant policies, prior to the training day. The on-line learning resource library also has a resource of national materials relevant to staff working in children's services.
- **Individual feedback:** The on-line learning module includes a staff survey which offers feedback to individuals in response to the completed sections. This helps staff focus and reflect on the risks that they face in their work.
- **Manager information:** Staff survey information is collated to enable managers to gain an overview of the types of risks their staff face and ensure that appropriate control measure are in place.
- **Evidence of learning:** Participants return to the staff survey shortly after course completion to complete a delayed feedback form. This provides evidence of the degree to which staff are able to apply skills to their workplace.
- **Post course evaluation:** When all participants have completed the delayed feedback form, the information is collated into an evaluation summary for the course commissioner. This provides a valuable tool for assessing the impact of the course, and identifying areas for further action within the organisation.

‘The on-line training was particularly good for learning at our own pace and in our own settings.’

Teacher in charge, resourced provision for SEBD, Primary school



Further training

Physical intervention: Where indicated by a training needs analysis, participants can go on to a further course which teaches physical intervention approaches that are appropriate to working with children. These techniques are non-aggressive and do not rely on pain.

‘I have worked in special needs education for many years and thought there was nothing new to learn in the area of conflict management. I was wrong.’

Deputy headteacher,
Secondary SEBD school

Learning recognised

- All participants receive a City & Guilds accredited certificate on course completion
- The course is also accredited within the British Institute of Learning Disabilities (BILD) Physical Interventions Accreditation Scheme.



To find the conflict solutions that will make your work safer
phone Maybo on **01580 881346**
email **info@maybo.com**

For further information on the issues of workplace violence and the news in this area visit **www.maybo.com**



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