

SFJCCGC8

Minimise and deal with disruptive and obstructive behaviour



Overview

This unit is about acting in a way that does not provoke disruptive and obstructive behaviour, for example by use of language, actions and gestures. It also covers defusing situations and protecting yourself when dealing with people who become disruptive and obstructive, by withdrawing, if necessary, from a threatening situation.

There are two elements

- 1 Help to prevent disruptive and obstructive behaviour
- 2 Deal with disruptive and obstructive behaviour

Target Group

This unit applies to operational staff working with individuals who may become disruptive or obstructive.

SFJCCGC8

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Performance criteria

Help to prevent disruptive and obstructive behaviour

You must be able to:

- P1 communicate with people in a way that shows respect for them, their property and their rights is appropriate to them is free from discrimination and oppressive behaviour
- P2 explain clearly what is expected of them
- P3 explain clearly what your role is and what you have to do
- P4 remain alert to, and minimise, actions or words that could trigger disruptive and obstructive behaviour

Deal with disruptive and obstructive behaviour

You must be able to:

- P5 recognise when a situation is leading to disruptive and obstructive behaviour
- P6 establish as far as possible the cause of the behaviour and assess whether there are immediate actions that can be taken that are likely to reduce the risk of disruptive and obstructive behaviour
- P7 take action that is unlikely to make the situation worse is consistent with your organisation's policies and procedures, and your legal responsibilities
- P8 take the appropriate action to deal with a situation if there is a risk of disruptive and obstructive behaviour
- P9 take action in a way that minimises the risk of injury to yourself and others
- P10 report action and account for your intervention

SFJCCGC8

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Knowledge and understanding

You need to know and understand:

- K1 the importance of showing respect for people, their property and their rights, and how to do so
- K2 behaviour and language that may inflame a situation
- K3 the interpretation and use of body language
- K4 the principles of risk assessment and its application to your work context
- K5 the importance of planning how you will leave a situation if there is a physical risk, and how to do so
- K6 the main signs that a situation could lead to disruptive and obstructive behaviour, and how to recognise these
- K7 the types of constructive behaviour you can take to defuse situations
- K8 your organisation's procedures in regard to dealing with disruptive and obstructive behaviour
- K9 your legal responsibilities in regard to dealing with disruptive and obstructive behaviour
- K10 the implications for your working environment of someone becoming disruptive and obstructive
- K11 safe and appropriate defensive, withdrawal or intervention techniques
- K12 the reports that have to be made and records that have to be kept when someone becomes disruptive and obstructive

SFJCCGC8

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