
Overview

This standard is about contributing to the prevention and management of inappropriate behaviour. Inappropriate behaviour can be triggered by a range of factors.

Inappropriate behaviour may be verbal or nonverbal and could be social, physical, sexual or emotional in nature. The standard includes seeking to prevent inappropriate behaviour through the development of relationships and environments that are conducive to constructive behaviour. 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

Contribute to the prevention and management of inappropriate behaviour

**Performance
criteria****Contribute to preventing inappropriate behaviour****You must be able to:**

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

Deal with incidents of inappropriate behaviour**You must be able to:**

- P6 minimise identified inappropriate behaviour consistent with:
 - P6.1 inherent risks
 - P6.2 the maintenance of effective working relationships
 - P6.3 organisational policy and procedures
 - P6.4 evidence of effective practice
- P7 address opposing interests using appropriate methods
- P8 protect those who inappropriate behaviour is directed at in line with organisational requirements
- P9 address inappropriate behaviour in line with organisational requirements
- P10 call for assistance and emergency support as required in line with organisational requirements
- P11 act in ways which promote calmness and reassurance of others

Contribute to reviewing incidents of inappropriate behaviour

Contribute to the prevention and management of inappropriate behaviour

- You must be able to:
- P12 encourage individuals involved in incidents to contribute to reviewing them in line with organisational requirements
 - P13 offer support so that everyone involved can express their feelings and examine their behaviour
 - P14 explore with everyone involved reasons for the inappropriate behaviour, including:
 - P14.1 consequences of behaviour
 - P15 make referrals to appropriate people if specialist help is required in line with organisational requirements
 - P16 make constructive contributions to team discussions about incidents of abusive and aggressive behaviour, including:
 - P16.1 organisational practice for dealing with them
 - P17 complete and store records in line with organisational requirements
 - P18 provide information to others so that issues and needs can be addressed

Knowledge and understanding

You need to know and understand:

- K1 what constitutes a conducive environment
- K2 what constitutes inappropriate behaviour
- K3 constraints to effective communication, including:
 - K3.1 interpersonal
 - K3.2 physical
 - K3.3 environmental
- K4 how different forms of behaviour can be interpreted and:
 - K4.1 how people can communicate through behaviour and language
- K5 ways of communicating with others which are likely to maximise productive engagement and minimise inappropriate behaviour
- K6 ways in which feelings of anger and frustration can be displaced from their original source to those in authority and:
 - K6.1 how you can deal with this
- K7 ways in which people'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:
 - K9.1 handle inappropriate behaviour
 - K9.2 protect individuals who inappropriate behaviour may be directed at
- K10 how to enable others to express their feelings in appropriate ways
- K11 how and why to conduct risk assessments
- K12 ways in which stereotyping might affect risk assessment, and:
 - K12.1 how to guard against this
- K13 how to distinguish between aggression and assertiveness
- K14 how to evaluate your competence at work and decide when further support and expertise are needed
- K15 relevant legislation which impacts on organisational policy for dealing with inappropriate behaviour
- K16 organisational procedures for reviewing incidents
- K17 how to contribute to the review process and why this is important

- K18 why it is important to review incidents with clients, and:
- K19 ways of reviewing incidents
- K20 how to manage your feelings and why this is important
- K21 organisational procedures for making referrals if specialist help is needed
- K22 organisational procedures for recording, storing and transmitting information

Additional Information

Skills

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

- 1 questioning
- 2 active listening
- 3 presenting information
- 4 checking
- 5 understanding
- 6 negotiating
- 7 reflecting
- 8 recording and storing information

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Suite	Legal Advice
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