



# Accredited training in behaviour support

Are you considering behaviour support intervention strategies and training to support your organisation?

Do you need to upskill your staff so they feel fully confident and equipped with the latest behaviour support strategies?

We provide a whole range of flexible training options in behaviour support, with a 95% focus on **de-escalation and preventative approaches** to help you create safe, respectful environments for everyone in your care.



# What we can help you with

Team Teach training supports the development of positive behaviour cultures across a variety of sectors, including education, healthcare and social services (disability, community, family and children, and aged care). We provide evidence-based training, putting the individual at the centre of every decision.

## With our training, you will be able to:

- ✓ reduce conflict and crisis
- ✓ develop effective proactive responses
- ✓ minimise risk and reduce incidents of physical intervention
- ✓ build, restore and maintain positive relationships
- ✓ develop an understanding of trauma-informed care and the impact of prior experiences including ACEs (Adverse Childhood Experiences)
- ✓ provide effective personalised behaviour support to every individual in your care

Our approach acknowledges and respects cultural diversity and is underpinned by the core values of dignity, understanding and respect.

# Why choose Team Teach?

**You first** – We understand no two organisations are the same. Our experienced trainers deliver a whole range of accredited, evidence-based training with you and your needs at the centre.

We carry out a thorough training needs analysis before any commissioned training and our team are always on hand to advise you and make sure you choose the right course to meet your particular needs.

**Strong ethical foundations** – Our training is focused on supportive and preventative de-escalation strategies, recognising behaviour as a form of communication, often referred to as ‘the 95% of Team Teach’. Physical interventions are only taught when there is an identified need in order to keep everyone safe.

**Tried and trusted** – We’ve been leading the way in behaviour support for over 30 years, delivering training courses to a wide range of services across Europe, the Middle East, Southeast Asia, South America, the Caribbean, Australia and New Zealand.

With Team Teach training, your staff will have the knowledge and skills they need to feel confident in their roles, helping them offer effective, safe and respectful support to those in their care.

“ Whilst the course covered aspects of physical contact during crisis management, the vast majority of work was focused on positive behaviour support in preventing situations escalating. The time and space the course allowed us, as attendees, to consider and reflect upon our own practice, was fantastic, I think anyone who works with young people could benefit from this course.

James Clare, Learning Support & Pastoral Care Coordinator,  
St Andrews International School S107, Bangkok



**110,000+** delegates trained each year worldwide



Working in partnership with **10,000+** organisations



**4000+** Team Teach trainers worldwide

# Make sure everyone is on the same page when it comes to behaviour support

To build a long-lasting positive culture around behaviour in your organisation, all your staff need to feel confident and well equipped with the latest approaches, to de-escalate challenging situations and manage distressed behaviours and conflicts safely and respectfully.

With our accredited courses, you and your staff are equipped with a toolkit of person-centred de-escalation and behaviour support strategies that you can call upon to support distressed individuals and respond to their behaviour in a way that is reasonable, proportionate, necessary and respectful.

## We will help you:



Be ready and equipped to make complex decisions when supporting behaviour, and confident in your approach to crisis intervention.



Develop an understanding of behaviour as communication and of the cause and function of emotions & behaviour.



Expand your toolkit of behaviour support strategies to prevent unsafe or distressed behaviours developing.



Maintain personal safety and reduce risk through an understanding of body language and effective body positioning. Find opportunities to reduce risk and restrictive practices and develop help scripts to use during escalating situations.



Promote and benefit from a values-based approach by implementing the Team Teach ethos of teamwork and focus on the best interests of the individuals concerned.



Understand any relevant legal frameworks, international best-practice, policies, administrative processes, record-keeping and guidance.



Ensure everyone is provided with a safe, healthy learning environment.



# Training options available to meet your needs

## Behaviour Support Training – Level One (6 hours)

You'll learn a wide range of effective de-escalation and crisis intervention strategies to implement in your own organisation. You'll also learn international best practice, policy and record keeping requirements relevant to your setting. If needed, you can include a range of personal safety responses and non-restrictive strategies to physically disengage from a situation, or prompt or guide an individual to a safer, calmer environment. Our training includes thorough guidance on incident reporting and recording, as well as techniques for re-engaging and repairing relationships post-incident.

## Behaviour Support Training – Level Two (9–12 hours)

In addition to covering all core elements of a Level One course, you will learn risk-assessed physical intervention techniques appropriate to your organisation. These techniques are designed to physically support an individual when a training needs analysis indicates it is necessary to ensure the safety of the individual and others.

## Behaviour Support Training – Advanced Modules

Our advanced modules teach a range of risk reduction and physical intervention strategies for responding to higher risk distressed behaviours.

### Core modules include:

- ✓ Values
- ✓ International Best Practice & Guidance
- ✓ Functions of Behaviour
- ✓ Conflict Spiral and Cycle of Influence
- ✓ Behaviours of Communication
- ✓ Stages of Distress & Support
- ✓ Verbal & Non-Verbal Communication
- ✓ Reporting & Recording
- ✓ Listening & Learning
- ✓ Restorative Practice

# Flexible course delivery

You can choose from in-person, online, or blended learning options. We can deliver group training just for your staff at your organisation, or you can join a “public” course at one of our international training events.

We're always available to advise you on the best course and delivery method to meet your specific requirements.

## Become a Team Teach trainer for your organisation

With our Trainer programmes, members of your staff teams can become accredited Team Teach trainers with an in-depth understanding of behaviour support, to deliver Team Teach training to colleagues within your organisation.

Having your own in-house Team Teach trainer offers you the flexibility to choose when, where and who you deliver your training to throughout the year and it is also a long term cost-effective option for your organisation.

We provide a tiered approach and a tiered response and we'll advise you on the best programme to meet your particular needs and those of the individuals in your care.

### Our Trainer courses:

#### ✓ Foundation Trainer

This 2-day course will certify you to deliver the Behaviour Support Training Level One course content (theory only).

#### ✓ Foundation Trainer Plus

This 3-day course will certify you to deliver all the Behaviour Support Training Level One course content.

#### ✓ Intermediate Trainer

This 5-day course will certify you to deliver the Behaviour Support Training Level One and Two course content.

Advanced training options are available on request. Please get in touch with our team to find out more and discuss your particular behaviour support needs.

# 97%

of our recent course attendees evaluated their training as **excellent** or **very good!**\*



The Team Teach team have provided excellent services to our school and have been wonderful in meeting our particular needs. This has been evident in their flexibility to provide the course we were interested in online and to adapt to our time zone and scheduling needs but, even more importantly, to amend the course content to make it fully relevant to our international and multi-lingual educational and cultural context.

Adela Rujan, Head of Learning Support,  
King's College International School Wuxi



The facilitator was excellent and put everyone at ease. The focus of the day was on practical and relatable items which could be implemented straight after the course. The course not only assisted with staff gaining a greater understanding of the course content and achieving the course outcomes, but all allowed for team bonding and team growth.

Dr Gráinne Kelly (PhD, MSc, BSc, MISC),  
Community Healthcare Network Manager – HSE

\*According to feedback collated between October and December 2022 from 210 course delegates.

# See how we can help you with behaviour today

If you'd like to find out about behaviour support training for your organisation, please contact us any time.

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