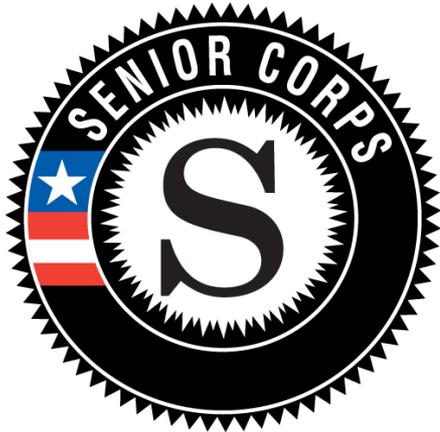


# *Supporting Children and Youth: Mentor Training for Senior Corps Volunteers*



## **Strategies for Managing Challenging Behavior**

Trainer:

Date:

# LEARNING OBJECTIVES

*By the end of the session, participants will better understand:*

- ▶ What influences behavior including typical developmental age characteristics of children and youth
- ▶ Common behavioral challenges that volunteers may encounter
- ▶ Preventative approaches and simple strategies to use when responding to common behavioral challenges

# What behavior challenges concern you?



# Behavior Basics

- ▶ All behavior is a form of communication.
- ▶ Behavior is learned and motivated based on the interaction of various physical, mental, social, and emotional factors.
- ▶ People behave in ways that make sense to them.
- ▶ Behavior is influenced by our needs, experiences, self-concept, and relationships.



# Age Characteristics

<b>Age</b>	<b>Physical</b>	<b>Social/ Emotional</b>	<b>Cognitive</b>
<b>3-5</b>	Developing coordination	Learning to cooperate	Building language
<b>6-8</b>	High energy	Enjoys same-gender peer groups	Becoming more self directed
<b>9-11</b>	Mastering specific skills	Becoming self-conscious	More sophisticated humor
<b>12-14</b>	Beginning puberty	Asserting independence	Can organize and plan ahead
<b>15-18</b>	Completing puberty	Sense of personal moral code	Developed abstract thought

# Good Practices for Relating to Children and Youth

- ▶ Clearly state expectations and limitations.
- ▶ Treat young people as individuals.
- ▶ Listen fully and limit your interruptions.
- ▶ Validate their feelings and experience.
- ▶ Catch them doing it right.
- ▶ Model the behaviors you expect from them.

# Simple Strategies for Responding to Challenging Behaviors

- ▶ **REDIRECT.** Substitute an acceptable choice for unacceptable behavior.
- ▶ **OBSERVE AND CLARIFY.** Provide an observation, ask for clarification and/or suggestions.
- ▶ **THIS FOR THAT.** Offer a positive consequence for the desirable behavior.
- ▶ **GIVE CHOICES.** Suggest some options and let the child/youth decide.

# Exercise: Strategies for Managing Challenging Behavior

## Instructions:

1. Go over to one of the issues of your choice. (Bring the “Strategies...” handout with you for help.)
2. When a few of you have gathered at the issue:
  - ▶ Take 5 minutes to come up with 2-3 strategies.
  - ▶ One person write down the group’s ideas for what you could say in that situation for each strategy.
3. When the facilitator calls “time”, move to another issue and repeat with the next group.

# Exercise: Strategies for Managing Challenging Behavior

## Instructions:

- ▶ Get together in small groups (3-4 people).
- ▶ Choose one person to record notes.
- ▶ Read through your assigned scenario(s) and discuss the questions (10 minutes)
- ▶ Jot down notes to questions “a-c” and be ready to discuss (5 minutes).

**What is one new idea you will try?**

**What other concerns do you have?**



Your support can help a child learn positive ways to communicate their needs, and reduce challenging behavior.

