

CACHE Level 2

# Certificate in Understanding Behaviour that Challenges

BEHAVIOUR THAT CHALLENGES

PATTERNS OF BEHAVIOUR

ATTITUDES AND UNDERSTANDING

CONFLICT

POSITIVE REINFORCEMENT

SUPPORT SYSTEMS

Workbook 1

## Section 1: Understand behaviour that challenges

In this section you will consider the difference between conflict and behaviour that challenges and the difference between aggressive behaviour and assertive behaviour. You will learn that behaviour can be interpreted as a form of expression and how it may be a symptom of something else, such as pain, hunger or boredom. You will consider the impact of behaviour on the individual and on others.

### Behaviour that challenges

Please read the following as it will help you to answer question 1.

Behaviour that challenges has been described as ‘culturally abnormal behaviour of such an intensity, frequency or duration that the physical safety of the person or others is likely to be placed in jeopardy, or behaviour which is likely to result in the person being denied access to ordinary community facilities’ (Emerson 1995).

Put simply, behaviour can be defined as challenging if it puts the person displaying the behaviour, or people around them at risk or if it leads to a poorer quality of life. It includes behaviours such as:

- self-injury, e.g. head banging or hand biting
- hurting others, e.g. hitting, biting and hair pulling
- being destructive, e.g. breaking objects, throwing things or ripping things up
- eating inedible objects like stones, fabric or plastic bottle lids
- running away
- inappropriate undressing in public
- spitting
- stealing
- verbal abuse
- inappropriate sexualised behaviours
- withdrawal
- smearing
- repetitive rocking
- echolalia (repetition of speech)
- lack of awareness of danger

## Section 1: Understand behaviour that challenges

Positive behaviour is behaviour that is socially acceptable, rather than challenging. Types of behaviour which are generally seen to be positive include:

- cooperation
- agreement
- showing affection
- making balanced criticisms
- understanding
- listening to others
- consideration of others



**Knowledge Activity 1:** Think about a situation where you have seen behaviour that challenges and one where you have seen positive behaviour. List some of the characteristics of each type of behaviour.

Behaviour that challenges	Positive behaviour



### Did you know?

According to the Challenging Behaviour Foundation, there are 30,000 people in the UK with a severe learning disability whose behaviour can challenge.

## Section 1: Understand behaviour that challenges

### Behaviours that might be perceived as challenging

Please read the following as it will help you to answer question 2.

The way that behaviour can manifest itself varies greatly and ranges from passive to aggressive. Behaviour that challenges can be verbal, physical or non-verbal. Here are some examples:

Verbal	Physical	Non-verbal
Offensive language	Hitting	Pica (eating inedible items)
Threats	Biting	Pacing
Verbal abuse	Scratching	Cornering
Screaming	Pinching	Stealing
Shouting	Hair pulling	Rocking
Echolalia (repetitive speech)	Throwing things	Repetitive movements
	Spitting	Damaging property
		Withdrawal

**Knowledge Activity 2:** Consider the list you completed in Activity 1 and reflect on one situation:



**How did it make you feel?**

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**How did you deal with it?**

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## Section 1: Understand behaviour that challenges

### The difference between conflict and behaviour that challenges

Please read the following as it will help you to answer question 3.

Conflict is a disagreement in which the parties involved perceive a threat to their own needs, interests or concerns. Disagreements are often the result of a misunderstanding and occur where opinions and points of view differ. Although conflict is often viewed as a negative thing, it is a normal part of life, for example in the workplace and in relationships.

Behaviour that challenges is behaviour that, due to its intensity, frequency or duration, puts the individual or others at risk. This can be risk of physical harm or risk of exclusion from various aspects of life and services and facilities such as education, work and relationships.



## Section 1: Understand behaviour that challenges

Think about the difference between conflict and behaviour that challenges by considering the following situations. In each case, identify areas of conflict, why they may have occurred and try to see things from each perspective.

Martin works at a warehouse and thinks that people are talking about him and making fun of him. He becomes withdrawn and isolates himself from the other workers. In the canteen, Martin sees a group of colleagues laughing and throws his meal tray at the group, then runs out of the canteen and leaves work.

Suki works in a restaurant and has been put on the rota to work Christmas Eve, Christmas day and New Years' day. She finds out that a number of other colleagues are only having to work on one of the three occasions and feels it is unfair. She suspects the manager doesn't like her and is being favourable to colleagues he socialises with. Suki complains to other members of staff, asking if people will swap any of the shifts. When this is not successful she raises the issue with her manager, explaining that she has worked most Christmases for the past three years and points out that other colleagues are not having to work as many of the main seasonal days. When her manager dismisses this with little discussion she brings the matter up with the general manager, telling her that she will take the matter to her trade union and will even look for another job.

Haleem doesn't like going to school, he finds the work difficult and can't focus on tasks set for very long. He feels embarrassed when he can't do the work and becomes more and more reluctant to go to certain lessons. Haleem starts to destroy pages in his exercise books and breaks pieces of equipment so he doesn't have to do the work. He is sent out of lessons more and more frequently to the isolation room. He prefers going to the isolation room as he doesn't feel any pressure and other pupils don't see him struggling. Haleem starts to cause problems as soon as he enters the lessons he doesn't like as he realises he will be asked to leave the room.

Eric lives in sheltered accommodation and enjoys gardening in the communal garden. He has made a pleasant spot to sit in outside his kitchen window and has bought a garden seat and a bird feeder. Other neighbours start to use this area once they see it looking nice. He tells them all that he has used his own money to make the area nice and as it is outside his accommodation he doesn't want others using it. Some of the other residents argue with him on the grounds that it is a communal garden but Eric doesn't want to share his newly created garden area. To avoid further verbal disputes, he writes a letter explaining his views and posts it through every door. Two of the residents come to see him and the argument continues. Eric then involves the warden and plans to write to the council too as he wants his own space.





TRIGGERS TO BEHAVIOUR THAT CHALLENGES

## TYPES OF BEHAVIOUR THAT CHALLENGES

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