

## **BRIEFING ON DEALING WITH DIFFICULT BEHAVIOUR**

### **Your role involves:**

Facilitating activity, promoting/developing new skills, perhaps including social skills  
Equitable division of time – different people need different amounts of time, but if someone is monopolising yours, it's ok to explain this to them

**Listening** – you may be given information that will help you understand a participant better/make them more comfortable, but you are not a counsellor

**Signposting** – if someone is having difficulties, you can advise them to visit a doctor, or the CAB etc, as appropriate, but it is best not to get involved personally, especially if you are not trained to do so

POVA/Child Protection – of course if you suspect that someone is being abused, you MUST report this to the police (if someone may be in danger) and/or the social services AND you need to inform GBDG Co-ordinator

### **Setting and keeping boundaries**

Sometimes this can be done with the whole group

### **Boundaries**

What is acceptable varies between different groups and between different leaders and this can be determined by the leader or the group together with the leader, and might include parents, participant group leaders and/or carers. Aggression, abuse, rudeness, sexual harassment and dangerous behaviour of any kind are never acceptable. Other things you may need to manage are:

Touching or invasion of private space

Overly open disclosure

Attention seeking/ endless talking

Lack of respect/listening skills

Poor time keeping

If appropriate, you may wish to make the boundaries clear at the beginning of one or all sessions.

### **What to do**

If unacceptable behaviour is extreme or dangerous, arrange for the immediate removal of the participant and report incident as appropriate.

Otherwise, immediately (but without causing a scene) ask the participant for a “quick word” and advise them in private (or with their parent/carer/youth leader if child/vulnerable adult) that you and/or others do not find their behaviour acceptable and why, and of course reward positive changes

If the problem persists, you may wish to signpost participants on to those who can help/support.

If the problem still persists, and you feel that the behaviour threatens the group, you can ask the person to leave. The well-being of the group is more important than keeping an individual involved

### **Reporting**

If you have any concerns or if there has been a problem and/or if you are worried about anything contact a GBDG Volunteer-Co-ordinator . Don't put yourself or others in danger or discomfort. It is perfectly fine to trust your instincts.

If you are a volunteer who is concerned about another person's/people's behaviour at GBDG, you can write a report about the incident and include your experience of how it has affected you or others.