

Guidance for Managing Difficult Behaviours

There are resources available under the Kaikoura High School "School Docs" website.

Username: kaikourahigh

Password: 7300

Please see: Health, Safety & Welfare Policy > Behaviour Management.

Links take you to Te Mahau Website, NZSTA, TKI.

A Quick Guide:

To avoid demanding or dissatisfied behaviour becoming aggressive or threatening:

- listen, keep calm and allow the cause of the demand/dissatisfaction to be fully expressed, with minimum interruptions
- acknowledge the person and their feelings of dissatisfaction, be respectful and address them by name
- clarify the problem, focus on the issue not the person
-
- identify and agree on solutions, and follow up in writing if necessary
- make sure it is clear what will happen next
- be responsible for the solution and make sure it happens.

Aggressive behaviour does not have to be tolerated. It includes:

- offensive gestures
- verbal abuse
- racist or sexist comments
- sexual harassment
- being under the influence of drugs, alcohol or solvents
- physical violence.

If you are confronted by an aggressive person, the following actions should be taken:

- keep calm
- do not antagonise or threaten the person
- do not attempt to approach or threaten the person
- allow a free pathway for the person to leave. Do not block them in
- do not allow the person to get between you and the door
- if possible, leave
- if you cannot leave the situation, call your office
- If all else fails, dial 111.