



Sample training plan - BECOME Six-Steps

Aim:

To provide skills and tools that assist practitioners deal with inappropriate behaviours, in manner that is sensitive to individual needs and supports people in making positive change.

Time Allowed:

1 day (approximately 5.6 hours training time)

Target Audience Summary:

Volunteers, primarily young adults, self-motivated to work with young people who are at risk, broad range of existing social skills, no specific training in youth work and may not have met other participants on course

Activities Description:

Morning session 9.00am - 10.30am (90min)

Introduction	Includes housekeeping, about the presenter & outline of day
Ice breakers activities	Active and fun 'get to know you' activities. Assists the group to develop common bonds to enable them to feel comfortable to speak up and work with others during later group discussions & breakout sessions.
Key principles of changing behaviours	Brainstorm activity to engage participants existing understanding of key issues in changing behaviour. Facilitated to draw out 7 essential principles in dealing with behavioural issues.
Overview of the BECOME model	A presentation on the BECOME six-step model of assessing the behaviour, the context it occurs and the options available to respond. Participants are asked to think about a personal example as a case study which is used as each step in the model is discussed. Case studies are also used in later activities.
Understanding bias	A short overview of three essential bias's that we need to guard against to ensure fairness in our dealings with others.



Mid-morning session 11.00am - 12.30pm (90min)

Behaviour step	Group discussion on the organisations behavioural expectations, values & agreements and how this relates to behaviours. Short presentation on identifying 3 styles of behaviour. Examination of case studies to identify behaviours and why they are unacceptable.
Emergency	Brainstorm of indicators that someone could use aggressive behaviour. Presentation on how to assess the risk of aggression using the ESP model and linking this to the brainstormed indicators.
Context	Break-out group activity using Maslow's hierarchy of needs as an analysis tool based on case studies. Presentation on understanding triggers and what this means for your response.

Afternoon session 1.30pm - 2.45pm (75min)

Using I messages	Practice session in using I-messages in role play situations. I-messages are a communication tool to help provide feedback to others that is respectful and non blaming.
Options	The response style curve is presented offering 10 styles of response to situations. Personal case studies are discussed in small groups. A whole group question and answer session looks at additional group generated behaviour examples and provide analysis of the possible styles to use.
Myself	Personal reflection undertaken by participants on their personal case study using a set of guiding questions. Participants are prompted to reflect on their own behaviours and responses to situations to highlight the influence this can have on the context of situations.



Late afternoon session 3.05pm - 4.30pm (85min)

Enact	Presentation and interactive group conversation on a range of strategies to use in response to situations. Example behaviours are discussed along with possible solutions and responses.
Conflict resolution	A demonstration role play shows a method on completing a conflict resolution process between two parties that are in low level conflict. A step by step process is provided.
Summary of the day	Summary of what has been covered.
Evaluation	Short evaluation activity and written form is completed to evaluate the day. Complete evaluation at levels 1- reaction to training and 2- learning from training.

Participant learning:

Participants take away from the program the following:

- A framework - the BECOME six-step model - to pin-point the behaviour, explore the when & why it occurs and work out how to encourage change
- Understand of the key principles in changing behaviour
- Awareness of the types of bias's we can be susceptible to
- How to use the organisations values and behaviour expectations in dealing with behaviours
- The ESP model of assessing aggressive behaviour risk
- How to use Maslow's hierarchy of needs model to assess the underlying needs driving behaviours
- The I-messages communication tool to help ensure productive and respectful conversations
- The response curve model with its 10 response options
- A self reflection question list
- A range of practical strategies to use to encourage appropriate behaviour
- A conflict resolution step by step process to use in bring parties together to resolve conflict

Rather than providing a range of handouts - BECOME, principles, bias, ESP, Maslow, I-messages, response curve, self reflection, strategies and conflict resolution steps - participants can walk away with the book *Encouraging Appropriate Behaviour: A Six Step Approach*. The book includes all the information covered in the training plus additional information not included due to the limited time available. This becomes an in-depth resource for participants to refer to into the future and complements the training program.

For more information about various elements in the training e.g. BECOME steps, I-messages and the response curve, or to read sections of the book go to the helpful stuff section of our website at www.saviconsulting.com.au