

Intro...



Evaluation



Undesirable (i.e. disruptive, inappropriate) student behaviors can occur on buses

A goal for transportation staff is to handle situations in a reasonable, professional, and safe manner

Situations on buses can sometimes be handled in inappropriate or at least questionable ways

Inappropriate action(s) by staff could lead to escalation, injury, and possible legal issues

Drivers and monitors might have have to deal with situations which threaten their personal safety

Drivers and monitors could be faced with scenarios that require the use of de-escalation skills



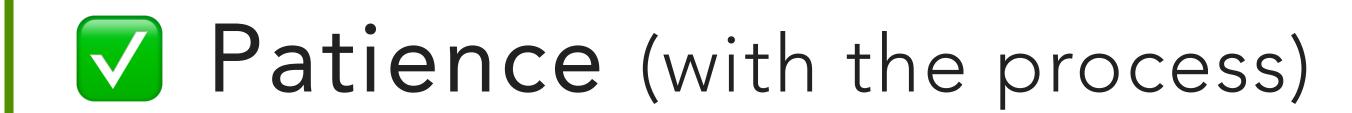
Definition

The use of words, proper body language, patience, limit setting, and active listening to help reduce anger or frustration in another

Benefits

- de-escalation skills

De-escalation can help prevent or lower the chances of further escalation and the occurrence of undesirable behavior(s)



Ability to remain calm and rationally detached

Active listening



Sense to recognize and avoid <u>unnecessary</u> power struggles

Mac Ability to work as a team



Relationship building

Mindfulness of eye contact, body language, vocal tone and facial expressions

Ability to recognize and pivot when a certain approach is not working

Knowing what to say

Mat NoT to say



Definition

Skills meant to help someone:

- understand
- notice
- avoid
- protect against

situations that could put their personal safety in jeopardy

Benefits -personal safety skills

1. Can help someone recognize situations that threaten safety so they can be avoided

2. Can provide reasonable options for dealing with safety scenarios

3. Can help reduce the possibility of inappropriate actions and legal consequences

Knowledge of how people can act when upset

Good Skills To Have

How to build relationships

Ability to identify indicators of aggression



Protective postures

Defensive measures



Knowledge on the importance of:

- Keeping hands free
- Not turning your back
- Maintaining distance
- Calling/waiting for help



Definition

The knowledge, strategies, and techniques to influence and/or manage individual or group behavior

Benefits

-behavior manage skills

Staff who are better equipped to handle student behavior(s) can experience:

- 1. increased confidence
- 2. reduced stress
- 3. improved job satisfaction
 - People don't usually leave jobs they're satisfied with

Good Skills ...to have/apply



Basic knowledge of what can drive someone's behavior

(i.e. life situations, abuses, trauma, peer group acceptance)



Relationship building



Basic knowledge of operant conditioning

(Reinforcement vs punishment)



How to set clear expectations

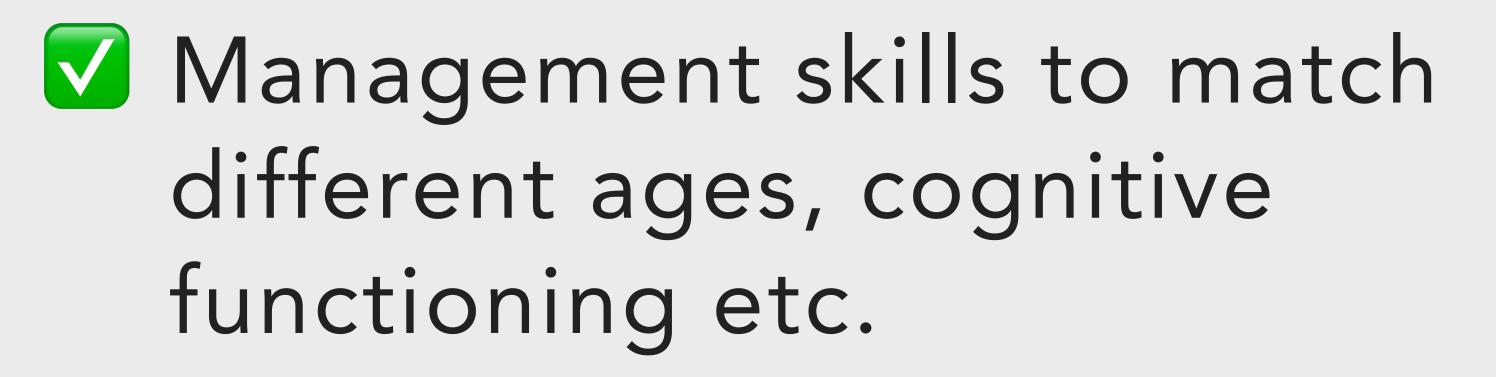
Good Skills ...to have/apply



How to provide consistent positive reinforcement



Patience & perseverance



Effective communication





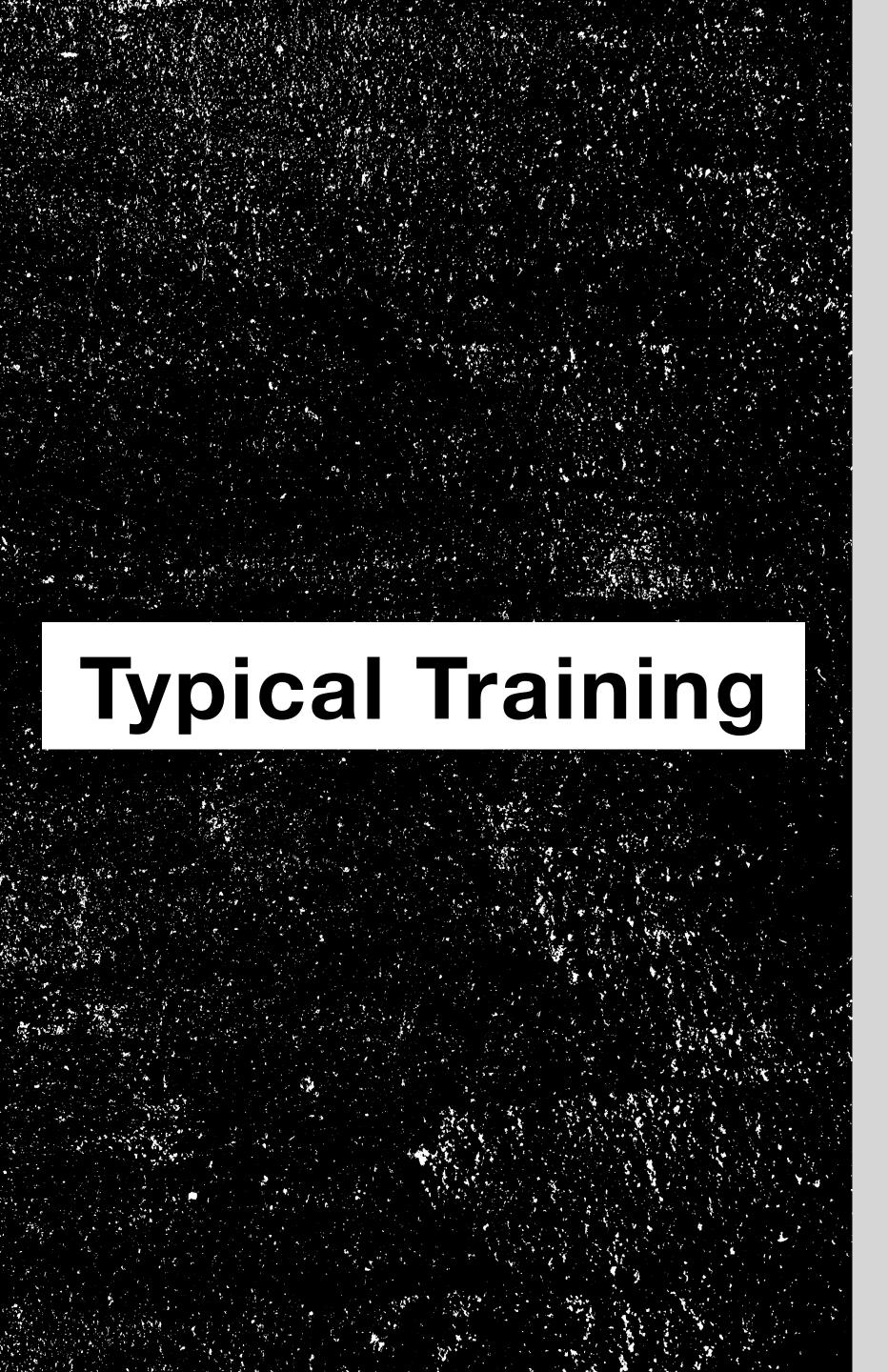
Put together quickly and/or with little thought



A handout with instructions to submit questions if clarification is needed

Typical Training

Material isn't relevant to the participants



Does not provide adequate breaks



Training is in a poor location



Audio, video, lighting is bad

Typical Training

Too many people for the time/format



No knowledge checks or follow-up to reinforce topic(s)



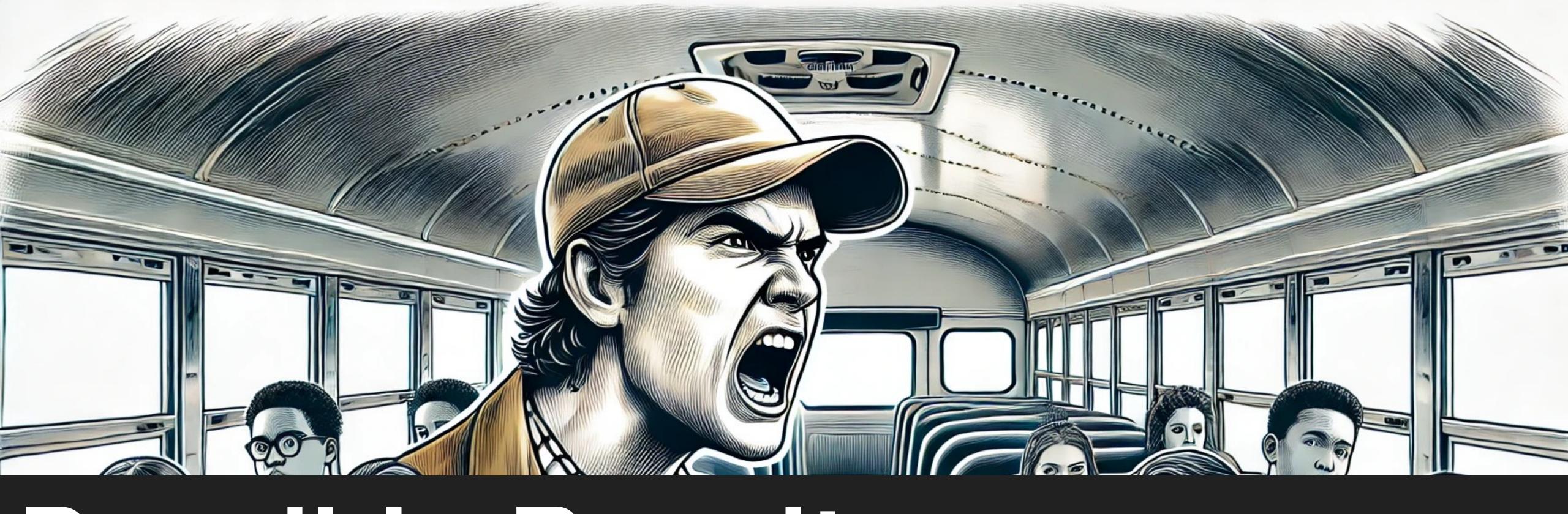
Not engaging or entertaining



Participants take over (i.e. interrupting, venting)



No way for participants to go back and review information



Possible Results (From Poor or No Training)



Undesirable student behavior that is not handled effectively could increase in frequency and/or intensity

Situations that might have been de-escalated can be made worse

A lack of safety skills can put staff at risk

In stressful situations, staff could resort to what they feel is appropriate

Students could suffer from inappropriate staff actions

Inappropriate staff actions could result in legal actions

Staff who are not provided with clear expectations could end up feeling unsupported/frustrated (and potentially quitting)



Is planned in advance

Is held in a good location/space

Provides adequate breaks

Includes reasons why topics are being presented or a skill is being practiced

Is a combination of informative, entertaining, and engaging

When possible makes use of video, audio, images, or real world examples/experiences

Has a planned follow-up(s) to reinforce the information

Includes ways for participants to demonstrate knowledge or competency of the topic(s)

If appropriate, has scenario discussions to help participants with future decision making

Provides a way for participants to get more information or review topics on their own



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