

In your reflective activity, you should have covered all of these points:

- You did the right thing when you calmly spoke to Ryan and asked him to go somewhere quiet to discuss what upset him. It was also right to make sure you would have a safe route of escape in case you needed to leave for your own safety.
- You know and follow your organisation's policies and procedures on dealing with situations where a young person's behaviour might cause harm. You understand these are designed to keep you and other people safe at work.
- You know it is your role to intervene in an appropriate and timely manner to support a young person to end an instance of potentially harmful behaviour, maintaining their dignity and rights while you do this.
- You make sure your intervention is consistent with behaviour support plans, agreed ways of working and legal and work setting requirements. You know the meaning of person-centred/child-centred working and the importance of knowing and respecting each young person as an individual.
- It is likely you have some knowledge of theories underpinning the understanding of child development and factors that affect it. If you would like to learn more about this subject, ask your employer about training opportunities.
- You understand that behaviour is a form of communication. As this incident happened on Ryan's return from his parents it could indicate something at home has upset him. This is an opportunity to use active listening and to show Ryan that you want to understand him. You know it is important to act now before Ryan's behaviour escalates.
- While you might use this event to help Ryan to understand what unacceptable behaviour is, you know that right now is not the time. He will be more receptive to learning when he is feeling calmer.
- By responding in a calm, assertive and understanding way, you are using your own actions to demonstrate and promote positive behaviour.
- You understand your role puts you in a position of power and you do not act in a way that abuses that power, for example by shouting, threatening punishments, or inappropriately using restraint. You also know that unless you only use the techniques that you have been trained to do, these methods do not work and may only make situations worse.
- You know it is essential to show young people, their families and your colleagues you are trustworthy and reliable.