

## Dealing with Difficult Behaviour

By the end of the session participants will have:

- Identified difficult behaviour
- Discussed the impact of difficult behaviour on both volunteers and the organisation
- Recognised the reasons behind this type of behaviour
- Explored ways of dealing with difficult behaviour
- Considered how to create effective boundaries

**Thursday 9 May 2019**

**10am - 1pm**

**Stricklandgate House, Stricklandgate, Kendal, LA9 4PU**

**FREE to all volunteers\***

\* A £10 cancellation fee applies if a place is cancelled within one week of the training and/or for non-attendance.

Book online: [www.cumbriacvs.org.uk/training-and-events](http://www.cumbriacvs.org.uk/training-and-events) OR

Complete and return a booking form to:

- Cumbria CVS, Shaddongate Resource Centre, Shaddongate, Carlisle CA2 5TY
- [info@cumbriacvs.org.uk](mailto:info@cumbriacvs.org.uk)

