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## Dealing with difficult behaviour

- Speak calmly and give clear, simple instructions.
- Give time to carry out instructions.
- Keep your distance. Do not point, wag fingers or prod.
- Be fair and consistent.
- Use humour as appropriate.
- Tell the students how you want them to behave.
- Separate the behaviour from the person. Never label pupils, or call them 'bad'; refer instead to their behaviour.
- Distract before trouble begins if you can; start a conversation, walk with them.
- Notice their good behaviour and tell them you are pleased.
- Don't use sarcasm or humiliation.
- Report good behaviour to others.
- Encourage responsibility.
- Apologise when you make mistakes. It models respect, and helps us all move on.
- Avoid confrontation with angry students.
- Know where to go for help and ask for it if you need it.

Source: Behaviour Management UK Department of Education and Science.



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