Post course resources - Managing conflict, confrontation and challenging behaviour

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Contents

Section **Page number**

1 Further reading 2

1 Further reading

2 De-escalation and wellbeing/confidence building resources

https://youtu.be/5t6ez8N86qk?si=HGIb6Yso1hB5AAWz 21 phrases to use

https://youtu.be/ELCWGhztNGY?si=2TlXIa1TA3XHaMAp – techniques for de-escalating agitation

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