

COURSE OVERVIEW

TACT

TICS-103



Children naturally seek fun and excitement, but their play can sometimes compromise safety or disrupt others, especially in busy environments. When staff intervene, supervising adults may react emotionally, even when the child is at fault.

This course equips team members with effective communication strategies to handle challenging situations tactfully, preventing escalation and maintaining a safe and welcoming atmosphere.

Module 1: Appropriate Behaviour

All team members, regardless of their role, must act when witnessing children behaving in a disruptive or dangerous manner.

- Encouraging good behaviour
- Maintaining a relaxed environment
- Expected behavioural standards
- Accountability for supervising children
- Consequences for persistent disruptive and poor behaviour

Module 2: Managing Situations

This module equips learners with the skills to assess situations quickly, communicate effectively, and collaborate with others to resolve issues in a positive manner.

- Scene assessment and the need to act quickly
- Communication styles
- The importance of collaboration
- Positive interactions
- How to proceed if agreements are reached
- Coping with escalation

Suitable for:

Child Protection Officers, sports coaches and activity leaders. All managers and team members who work with or oversee children.

Skills achieved:

- Professional Ability (Basic)

Related Resources:

- Accident Management System Assessment
- Inflatable Play Equipment Setup Assessment
- Outdoor Play Area Assessment
- Peddle Vehicle Assessment
- Soft Play Risk Assessment
- Child Sexual Exploitation Assessment
- Assault Course Audit
- Drop Slide Audit
- Inflatable Play Equipment Audit
- Outdoor Play Area Daily Audit
- Peddle Vehicle Audit
- Soft Play Daily Audit
- Child Sexual Exploitation Checklist
- Child Sexual Exploitation Incident
- Lost Child Incident
- Child Safety Incident

Benefits:

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

Estimated Time:

25 Minutes

Related Courses:

- Child Protection Officer
- Safeguarding Children
- Working with Children
- Effective Interpersonal Skills
- Effective Feedback
- Dealing with a Grievance
- Accidents and Reporting
- Essentials of Hygiene
- Personal Hygiene