



## Savi Consulting provides training in behaviour management

Savi Consulting is a Melbourne based company that teaches how to find solutions to inappropriate behaviour. Our training covers the steps to changing behaviour that is not okay and ways to encouraging appropriate behaviour.

We provide tailored training to the staff of organisations who work with a variety of client groups. Through our training we help you to help others. Currently we focus on two important areas:

- how to respond to bullying behaviour and
- providing a framework and strategies for encouraging appropriate behaviour.

You can either buy the books which the training is based on or contact us to discuss delivery of training program to suit your needs. Learn about the nine ways of responding to bullying behaviour when a report is received. Or use our BECOME six-step approach which gives people a simple process to follow to solve difficult behaviours.

### What are the benefits of our training?

The bullying behaviour training:

- gives you a large range of options to solve difficult situations
- helps you choose which is the best option for your situation
- lets you get started right away with all the information you need
- offers step by step instructions on how to use and implement
- enables quick assessment in deciding which approach is the most suitable for each situation
- helps you avoid mistakes by alerting you about things to watch out for

The BECOME six steps training:

- encourages appropriate behaviour
- provides a range of strategies to use when responding to behaviour
- creates a structure that gives you confidence to address issues
- helps maintain a consistent approach
- allows quick and simple analysis of situations
- helps you avoid pitfalls
- can change your perception about problem behaviour
- reveals other possibilities and perspectives and gives you new insights
- allows you to create new ways of dealing with issues.

Developed by Savi Consulting founder Murray Irwin, the training includes a full range of strategies to use to encourage appropriate behaviour. More details are provided below about:

- Intervening in bullying behaviour training: pages 2-3
- BECOME behavioural management training: pages 4-7
- About us: page 8-9



## Nine solutions to stop bullying behaviour

Bullying behaviour is occurring everywhere, from the workplace to sports clubs, schools, in home and on the internet. It can harm the physical and mental health of those targeted by it. If you're having to deal with this type of behaviour - either seeing others being targeted or those being targeted coming to you for help - it is a difficult problem to tackle.

***Intervening in bullying behaviour: Nine ways to take direct action*** can help by giving a range of strategies and remedies. If you have the responsibility for finding a solution, this training offers nine methods to choose from.

### What are the benefits

The bullying behaviour training:

- Gives you a large range of options to solve difficult situations
- Helps you choose which is the best option for your situation
- Lets you get started right away with all the information you need
- Has step by step instructions on how to use and implement
- Enables you to quickly review the strengths and weaknesses of each approach
- Helps you avoid mistakes by alerting you about things to watch out for

### The nine approaches

The training identifies ways to intervene whether you have witnessed the bullying behaviour when it was carried out or it has been reported to you. It covers the step by step use of the following nine different approaches:

- Direct response
- Strengthening the target
- Mediation
- Restorative justice
- Collaborative problem-solving and resolution
- Support group method
- Method of shared concern
- Punishment
- Referral to authorities

For each approach learn how it is used, the aim, any relevant theory, along with its strengths and weaknesses. The types of bullying behaviours that are used varies a great deal, as does the situations it occurs in. So the same approach is never going to be suitable or work all of the time. You need to choose the right tool for the job which is why there is a range of options.

That can mean confusion about which intervention you should use in which situation. Help is provided in working out your best option. The Response Options to Bullying Behaviour (ROBB) model provided allows you to compare and understand the strengths and



weaknesses of each approach, so you can choose the most suitable option for each situation.

## Who this training for?

For anyone who has responsibility for other people, like your a:

Supervisor	School counsellor
Manager	Camp counsellor/leader
Teacher	Team leader
Employer	Office manager
Coach	Department head
Youth/social/welfare worker	Program manager/coordinator
Human resources professional	Administrator
Occupational health and safety officer	Consultant
Peer leader	Sports club administrator
Person in charge	Convener
Director	Commander
Small business owner	Chief
Chairperson	Union leader/organiser

then this training is for you. So if someone might come to you to complain that they are being targeted by bullying behaviour, then the above nine approaches will help you when that occurs. The whole training has been published in our book ***Intervening in bullying behaviour: Nine ways to take direct action.***

Find out about our behaviour management training on the next page.



## Training that builds behavioural management skills

Savi Consulting has developed a six-step approach to help anyone to effectively respond to inappropriate behaviour. Whether it is a new staff member, volunteers or seasoned professionals, there are tools and techniques suitable for all skill levels and almost any setting.

### Using the six step BECOME approach

Sometimes it is not a matter of just knowing a range of strategies to use. It is working out which strategy is the best option. Having a process to follow helps you make informed choices when responding.

Savi Consulting training provides the BECOME steps:

- Behaviour
- Emergency
- Context
- Options
- Myself
- Enact

The six steps help to define what the behavioural issue is, examine when and why it occurs and establishes how best to encourage appropriate behaviour. It gives people a simple process to follow similar to the emergency steps in first aid. It can be used with most client and age groups and helps improve learning outcomes.

Some of the benefits of using the BECOME six-steps is that it:

- encourages appropriate behaviour
- creates a structure that gives you confidence to address issues
- helps maintain a consistent approach
- allows quick and simple analysis of situations
- helps you avoid pitfalls
- can change your perception about problem behaviour
- reveals other possibilities and perspectives and gives you new insights
- allows you to create new ways of dealing with issues.

### What is in the training?

Our training in encouraging appropriate behaviour uses a framework based on the six BECOME steps. The steps are underpinned by 14 principles. Within each step tools help analyse the situation and support making a decision. There are 13 tools provided which can be used as or when they are needed. Finally there is a range of 20 strategies discussed to help develop solution focused responses.



Below is a summary of the BECOME steps, principles, tools and strategies that are a part of our training. Our whole approach has been published in our book ***Encouraging Appropriate Behaviour: A Six-Step Approach***.

## **Training that is tailored to your needs**

Any specific tools or techniques used in your individual setting can be integrated into the six-step approach. So if you have certain behaviour assessment tools or emergency and reporting protocols that are used, these can be easily included.

We realise that one size does not fit all. That is why we are happy to work with organisations to develop a specific training programs based on BECOME that meets their individual needs. We always promote using the appropriate use of tools and strategies. It is important to choose the right tool for the job. Because choice can only come from practical experience, our training is focused on how to use the principles, tools and strategies in real life situations.

This training was developed based on the extensive experiences of our founding director Murray Irwin working with youth at risk. Our core expertise is working in outdoor adventure & education, wilderness therapy, employment pathways and alternative education settings. To ensure it is relevant and meets the needs of other sectors, we are therefore happy to work collaboratively with organisations seeking to use the BECOME approach.

Please contact us to discuss your requirements.

## **What is BECOME**

Savi Consulting's basis for it's training is the BECOME steps. These steps are:

- B - Behaviour
- E - Emergency
- C - Context
- O - Options
- M - Myself
- E - Enact

The steps help to:

- define what the behavioural issue is (Behaviour and Emergency steps),
- examine when and why it occurs (Context step) and
- establishes how best to encourage appropriate behaviour (Options, Myself and Enact steps).

Supporting the six steps are principles, tools and strategies.



## Principles

Principles are the generally accepted ways to approach situations. They are based on a solutions-focused approach. BECOME has seven core principles:

- 1 Unconditional positive regard
- 2 Being a positive role model
- 3 Establishing and ensuring consistency
- 4 Responding rather than reacting
- 5 Swapping instead of stopping
- 6 Converting problem behaviour into skill-based behaviour
- 7 Providing justification

A further seven principles are relevant to various BECOME steps and are discussed along with the core principles to show how these help your approach to situations.

## Tools

Tools are designed to gather information to understand the situation. As well as providing practical help in understand the behaviour they support finding the appropriate response. We provide 13 different tools based on well established theories and practices. These include:

- Key points in developing behavioural agreements
- A range of communication tools such as using I-messages, communication channels and assessing passive, assertive and aggressive styles
- Understanding aggressive behaviour and assessing the risk of aggression
- Being able to look for patterns, respond to the perceptions of triggers and identifying the underlying need
- A response style curve that we developed to help identify the most appropriate response. It provides 10 different response styles and clearly indicates the more positive styles available.
- Conflict resolution steps for bring parties together in low level conflict situations

## Strategies

Strategies are ways in which you can respond to behaviours that help support appropriate change. A range of strategies are discussed including:

- Living as your word - the use of behavioural agreements to promote change
- Building and eroding - how actions help build or erode trust in relationships as well as expectations
- Shaping - creating change by using small steps toward the greater goal

## Who would not benefit from this training?

While most people will benefit from this training, the usefulness is dependent of the clients that they support. Many of the techniques provided assume the ability of clients to understand certain concepts like respect and making agreements. The age and cognitive



ability of the clients is therefore a consideration. Those working with young children and people with impaired cognitive abilities may not find the training supports their needs.

Contact us today to find out more about our training program and discuss your training requirements.

Find out more about us on the next page.



## Who is Savi Consulting and what do we stand for?

### Why we get out of bed in the morning?

We want to help people gain skills to communicate better and to be able to encourage positive behaviour. We know this leads to less problem behaviour. And that means happier and healthier lives and relationships.

But we want to help as many people as we can. So by helping organisations increase the skills of their staff in encouraging appropriate behaviour, this in turn helps their clients adopt more positive behaviour and to communicate better. This creates opportunities for those clients to experience more positive relationships leading to happier and healthy lives. By helping you we know that we are helping others.

### What we want to do about it

We have develop training on how to respond to inappropriate and bullying behaviour. To have the biggest impact we offer a range of printed and online material that is accessible and affordable. This is so anyone, from parents and volunteer youth leaders to professionals can easily access and learn how to encourage appropriate behaviour.

For organisations within Australia that work towards building life skills or supporting people, we offer help in training their staff. We want to support practitioners so they can be as effective as possible. Through the efforts of practitioner's we would then see these skills being past onto their clients.

### Who works at Savi Consulting?



Savi Consulting is owned and managed by Murray Irwin.

Murray is an outdoor educator and adventure therapy group leader with over 14 years of experience. For five years he worked with at-risk youth and spent three years designing and delivering award-winning sustainability behaviour change programs. He currently divides his time with a community organisation co-ordinating psychosocial programs for people living with a mental illness and running Savi Consulting.

Murray's first career was in commercial finance. To pursue his love of the outdoors he completing a Diploma of Recreation and has since spent most of the past 14 years working with young people as a group leader, youth worker and educator. As an outdoor educator Murray led week-long bushwalking, rafting and canoeing expeditions with school groups, teaching outdoors skills along with environmental awareness, leadership and personal development. He has worked for the Outdoor Education Group, Evolve and Geelong Grammar – Timbertop.





Fascinated by the therapeutic aspects of outdoor adventure led Murray to work with at-risk youth. The work was intense: a remote cattle property in central Queensland was the base for Youth Enterprise Trust's 14-day residential program. Typo Station's 20-day residential program including a 9-day hike in remote areas of Victoria, of which Murray is a veteran of many expeditions. Spending days on end with groups of adolescents confronting issues was rewarding but challenging. Murray also worked for the Brotherhood of St Lawrence, twice being a team leader for 6-month long workplace skills training programs for young adults.

At Environment Victoria, a not-for-profit organisation, he facilitated behaviour change programs. Working with local communities and groups, he helped promote behaviours that reduced water and energy use along with teaching applied learning certificate students' leadership skills and sustainable behaviours. Before leaving Environment Victoria, Murray oversaw all of their community education and behaviour change programs.

Murray currently divides his time between writing, running his training company and being a part-time psychosocial and respite programs coordinator that promotes wellness for those living with a mental illness. When not outdoors hiking or paddling a river, Murray enjoys reading non-fiction and planning treks to do when he next returns to Nepal. He currently lives in Melbourne.

To find out more about Murray see his profile at: [www.linkedin.com/in/murrayirwin](http://www.linkedin.com/in/murrayirwin)

For further details please feel free to [contact Murray](#) to discuss your individual requirements.