



## Behaviour Management

Baby Duck's sets high expectations of behaviour by setting clear boundaries and encouraging positive discipline. We aim to develop children's self esteem and encourage them to respect themselves, others and property. Restrictions on a child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We wholeheartedly support the Children Act guidelines on behaviour. Action taken in the case of unacceptable behaviour must take into account the age and stage of development of the child, be given at the time, be relevant to the action and be fair.

Staff should at all times adopt a friendly, caring and courteous attitude towards the children in their care. **Humiliation of children will not be tolerated.**

Unacceptable behaviour is behaviour that is likely to injure, hurt or upset another child, him/herself or an adult. This includes bullying.

Unacceptable behaviour shows a lack of respect for others, disrupts their play and learning or damages their property.

If the child displays a repeated deliberate harassment of a physical or psychological nature and all other strategies fail, he/she will be excluded permanently from the setting.

### Procedures for Positive Discipline

- Prevention - anticipation and removal of potential problems
- Interaction - positive adult attention
- Praise or reward - all adults should offer explicit praise for good behaviour
- Play opportunities - provide challenging and satisfying activities
- Clear expectations applied in a positive way, through use of the Baby Ducks Rules
- Positive role models, through the use of the shining stars board.

In certain circumstances, such as racist language, adults will respond instantly. In the case of physical abuse or dangerous behaviour, it may be necessary to take physical action (using minimum force for a minimum time) in order to prevent personal injury or serious damage to property. In such cases an incident will be recorded and the parent informed of said incident that day.

## Procedures for Dealing with Unacceptable Behaviour

- Distraction
- A firm no and a clear explanation of why the behaviour is unacceptable
- Speak calmly, clearly and firmly to gain control
- Offer choices
- Give a warning of the consequence if the behaviour does not stop
- Use the consequence (for example removal from the situation or removal of toy)
- Consistency
- A fresh start afterwards

The age and stage of development of the child will always be considered when choosing an appropriate procedure.

## Six Steps in Conflict Resolution

Children are encouraged to work through conflict with another child. To enable them to do this the staff will use the following 6 steps to resolve a conflict between two or more children.

- **Approach calmly, stopping any hurtful actions.** Place themselves between the children, on their level; use a calm voice and gentle touch; remain neutral rather than take sides.
- **Acknowledge children's feelings.** Say something simple such as "You look really upset;" letting the children know that they need to hold any object in question.
- **Gather information.** Ask "What's the problem?" and not ask "why" questions as young children focus on that what the problem is rather than understanding the reasons behind it.
- **Restate the problem:** Staff will use phrases such as "So the problem is..." Using and extend the children's vocabulary, substituting neutral words for hurtful or judgmental ones if needed.
- **Ask for solutions and choose one together.** Staff are encouraged to ask "What can we do to solve this problem?" and to encourage children to think of a solution but offer options if the children are unable to at first.
- **Be prepared to give follow-up support.** Staff will acknowledge children's accomplishments, e.g., "You solved the problem!" and stay nearby in case anyone is not happy with the solution and the process needs repeating.

## Unacceptable Procedures for Managing Behaviour

These should never be used and if seen reported immediately to the duty manager:

- Shouting - this conveys a loss of control and tone of voice is more effective than the volume.
- Criticism and comparison
- Labelling the child rather than the behaviour
- Use of any form of physical punishment including smacking, pinching, shaking, poking or rough handling
- Use of any other humiliating and frightening punishment including name calling, isolation or offensive language

It may be necessary in some circumstances to inform parents and carers of actions being taken to modify their child's unacceptable behaviour, for example if the unacceptable behaviour persists or is extreme. It is important that parents/carers support the actions being taken to modify the child's unacceptable behaviour.

If you are concerned about any child's behaviour, our responses or have any other comments on this policy, please speak to the manager.

The member of staff who is responsible for implementation of this policy and behaviour management is Zoe Cambell-Smith