

Course Name	–	<u>CERTIFICATE IN MANAGING CHALLENGING SITUATIONS & CRISIS BEHAVIOUR</u>
Course Duration	–	Module based completion / Total 06 Modules / 24x7 Virtual Support (<u>CNO SP86</u>)
Course Mode	–	Online / Downloadable & Reusable Materials / Guide Assisted / Practice Based
Learning Mode	–	Email Based / Whats App Based/ Session Based (6 sessions for 6 modules)
Eligibility	–	Teachers/ Educators / Special Educators/ Counsellors / School Heads/ Managers
Interaction	–	24/7 Advisor Call Support – 24/7 Guide Email Support / Self-paced or Scheduled

Learning Objective : This course equips special educators, shadow teachers, and inclusion specialists with the skills to manage challenging situations and crisis behaviours safely and ethically in school environments. Participants learn how to recognise escalation, respond calmly, protect safety, and follow school protocols without punitive or reactive approaches.

Course Modules	Brief Course Module Descriptions
SP8601 – Understanding Crisis and Escalation in School Settings	This module explores what constitutes a crisis versus manageable dysregulation. Participants learn how stress, sensory overload, and emotional overwhelm lead to escalation. Early recognition is emphasised.
SP8602 – Identifying Triggers and Early Warning Signs	Focuses on recognising behavioural, emotional, and sensory signals that precede escalation. Participants learn to observe patterns rather than isolated incidents. Prevention is prioritised over reaction.
SP8603 – De-Escalation Strategies and Safe Responses	Explores calm verbal and non-verbal strategies to reduce intensity during challenging moments. Participants learn how to use space, tone, and minimal language effectively. Student dignity and safety are prioritised.
SP8604 – Managing Crisis Behaviour Within School Protocols	Focuses on following institutional procedures during high-risk situations. Participants learn their role within crisis teams and escalation pathways. Role clarity reduces risk and confusion.
SP8605 – Post-Incident Support and Reflection	Examines how to support students after a crisis incident. Participants learn how to rebuild safety, routine, and trust. Learning from incidents without blame is emphasised.
SP8606 – Documentation, Communication, and Professional Responsibility	Explores ethical documentation, reporting, and communication with staff and parents. Participants learn how accurate records support student safety and institutional accountability. Professional boundaries are reinforced.

Course Mode	Email Based (with guide assistance)	Whats App Based (with guide assistance)	Session Based (with 6 one-to-one sessions)
Course Fee	₹4200 - Indian learners \$90 – Intl. Learners	₹5600 - Indian learners \$120 – Intl. Learners	₹8200 - Indian learners \$210 – Intl. Learners

For Admissions -

To Know about Course details and Commencement dates, Text or WhatsApp Course No and Your Email ID to 0091 9600 8000 20 or email us at info@wiseteacher.in