



## Behaviour Management Event

Friday 23<sup>rd</sup> Nov 2018, The Hive, University of Worcester

### Event Description:

Managing challenging and unorthodox behaviour in academic environments is becoming increasingly common and a significant part of the day-to-day responsibilities of University staff. This is no exception for library staff who often encounter challenging behaviour from their customers relating to a number of different issues. How we manage this behaviour is key in providing an excellent standard of customer service, and in providing and maintaining a safe and comfortable environment for all library users to work and study.

But how do we defend this vulnerable environment from the threats that seek to penetrate it? How can we empower our teams feel confident to simultaneously tackle challenging behaviour while continuing to provide a supportive, nurturing environment?

This event is designed to share some of the current behaviour issues that we as libraries face on a regular basis and to give us all an opportunity to reflect on our current practices. There will also be an opportunity to share practices as a group and to contribute inspiring new ideas for dealing with behaviour management.

The event will include the following sessions:

- "Be considerate presentation proposal" –Birmingham City University
- "I am not Spok: Managing behaviour in the Coventry context" – Coventry University
- "Space Management issues in University Libraries" – Warwick University
- "Behaviours and Safeguarding: the responsibilities of a combined library" – University of Worcester

### Participants

This session is aimed at all library staff members but may have particular relevance for team leaders and front-line staff. Please limit your attendance to 2/3 people per institution. The event will be a mixture of presentation and discussion with the possibility of an interactive activity so please come prepared to participate.

Date: 23<sup>rd</sup> November 2018

Time: 10:30-15:30

Venue: The Hive Library, Sawmill Walk, The Butts, Worcester, WR1 3PD.

Chair: Stephanie Jones, Team Leader, The Hive, University of Worcester.

**Travel:** There is no parking private parking at The Hive however, there are a number of pay and display car parks in area. There are also good rail and bus links and an explanation of these in relation to the Hive can be found [here](#).