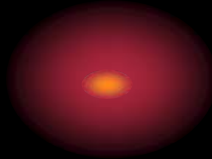


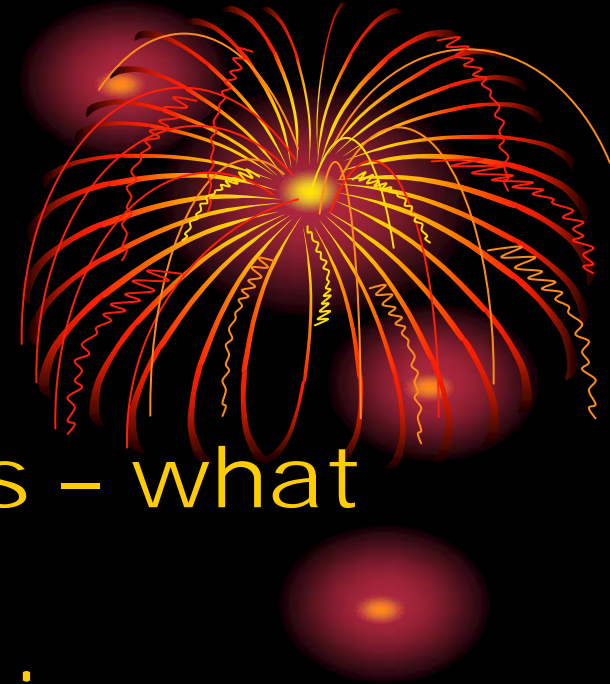


MANAGING CHALLENGING BEHAVIOURS

On behalf of ADANZ



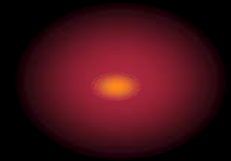
OVERVIEW

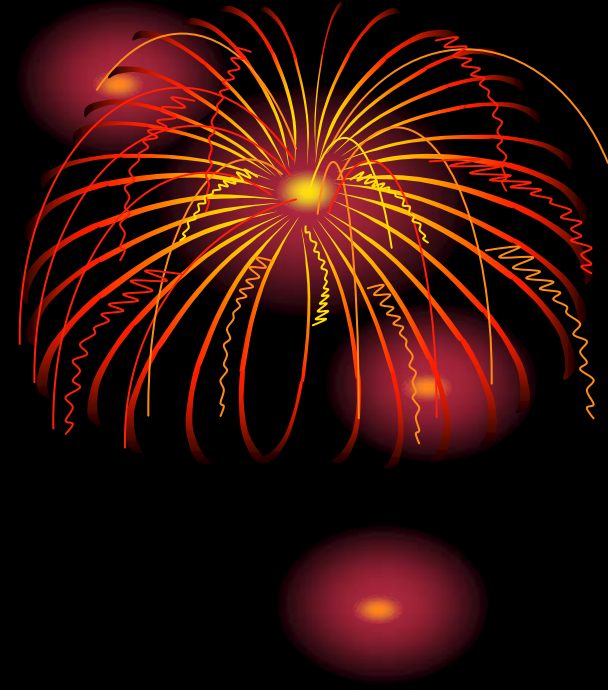


- Challenging behaviours – what they are
- The impact of challenging behaviours – our responses
- Techniques for managing challenging behaviours

What are challenging behaviours?

- Brainstorm





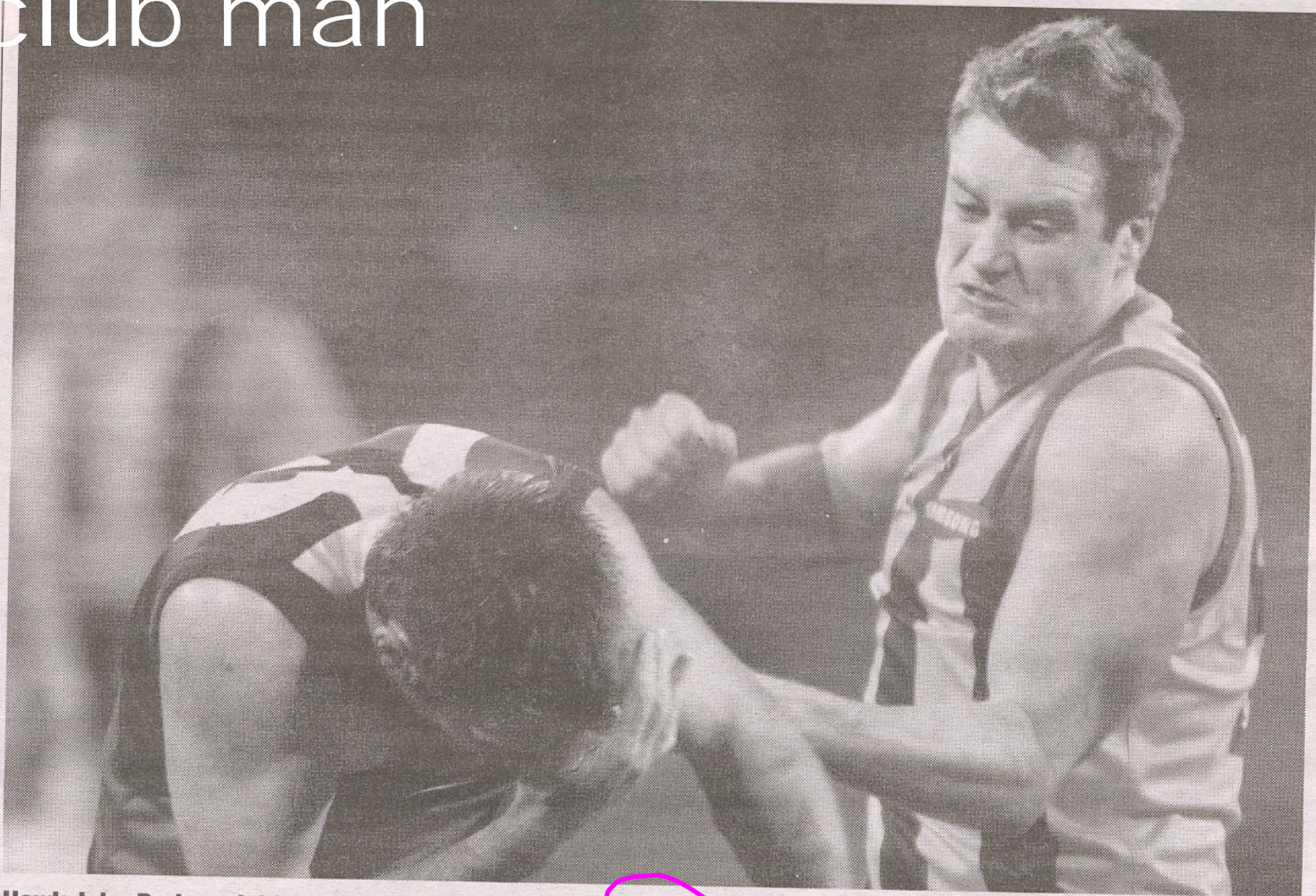
Depends on

-who is doing it

-what are they doing

-how others interpret what is happening.

“tussle”. A passionate
club man



Hawk John Barker, right, and Essendon's Scott Lucas tussle at the MCG on Friday night. Picture: GETTY IMAGES

Dangerous risk taking

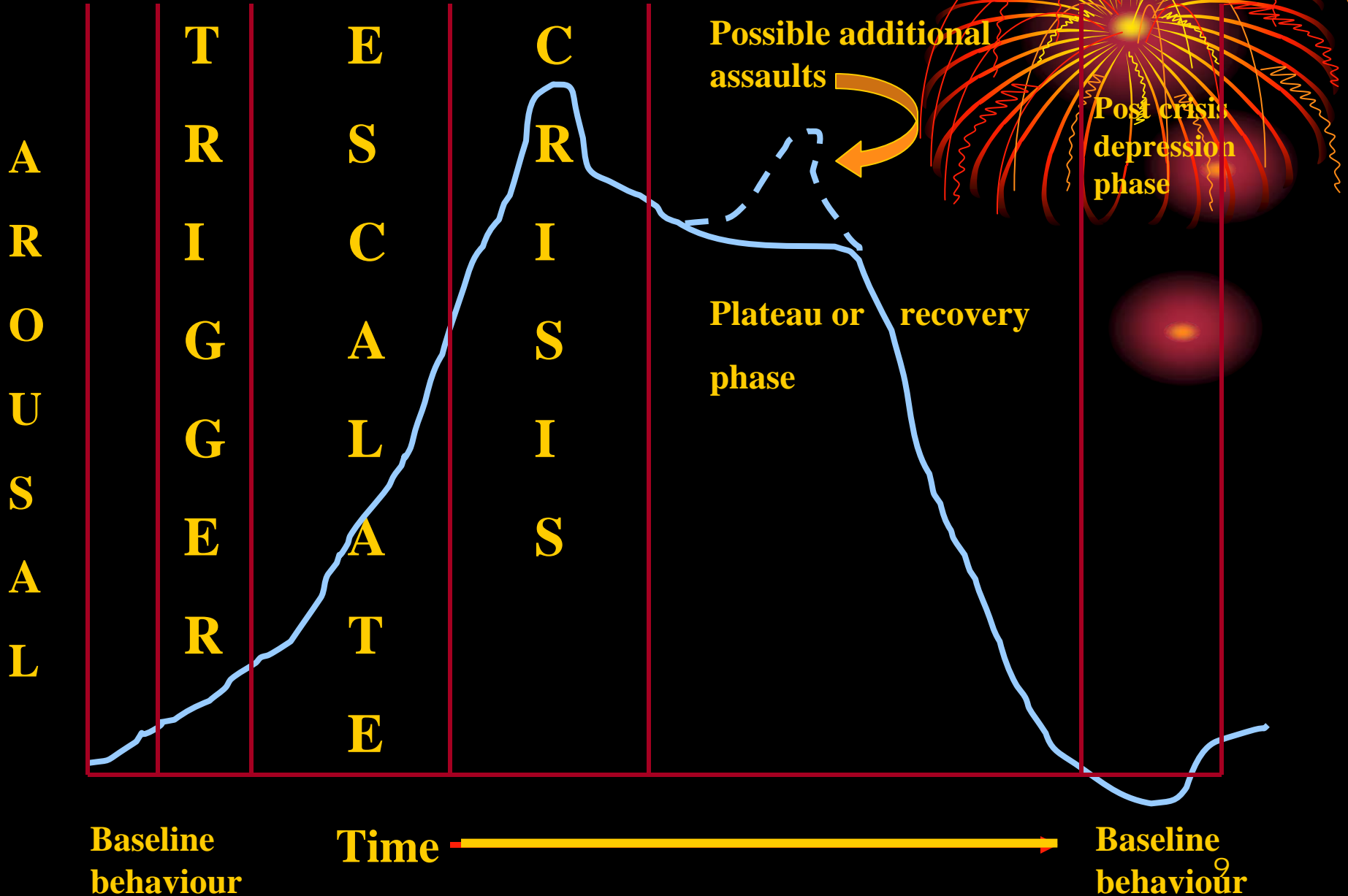
If our clients did this, their competency would be called into question. Possible consequences include introduction of protective services.



Area of current Conflict Resolution Training



The Assault Cycle Kaplan & Wheeler 1983



Responses

- Identifying our own values/beliefs
- Identifying catalysts/triggers
- Managing our responses

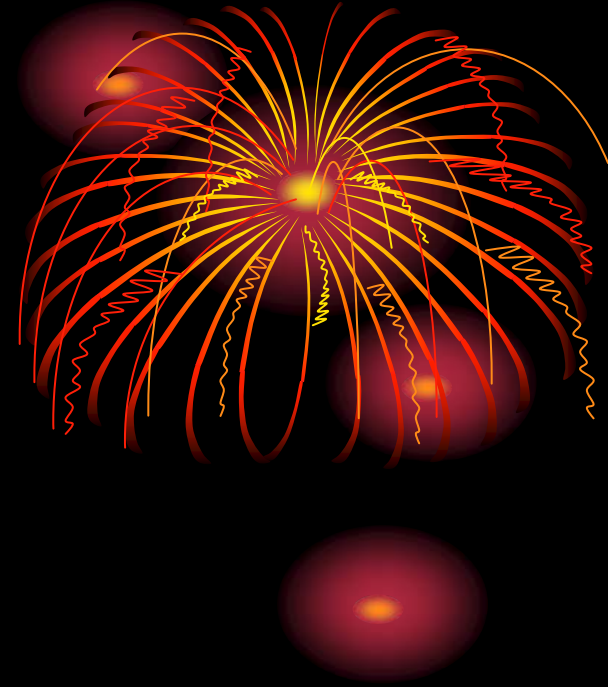


Betari's Box

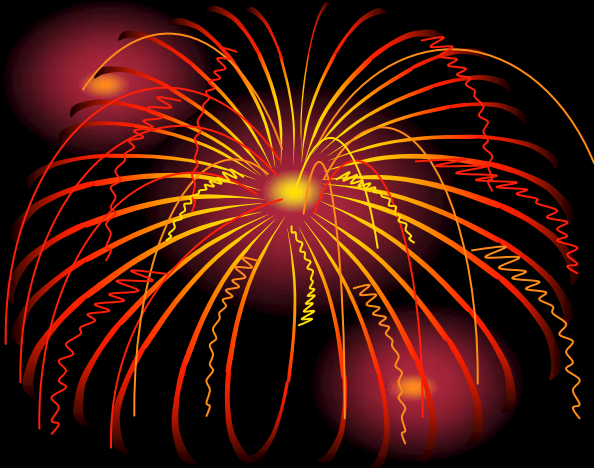


Responses

- Identifying our own values/beliefs
- Identifying catalysts/triggers
- Managing our responses



Responses for different types of aggression

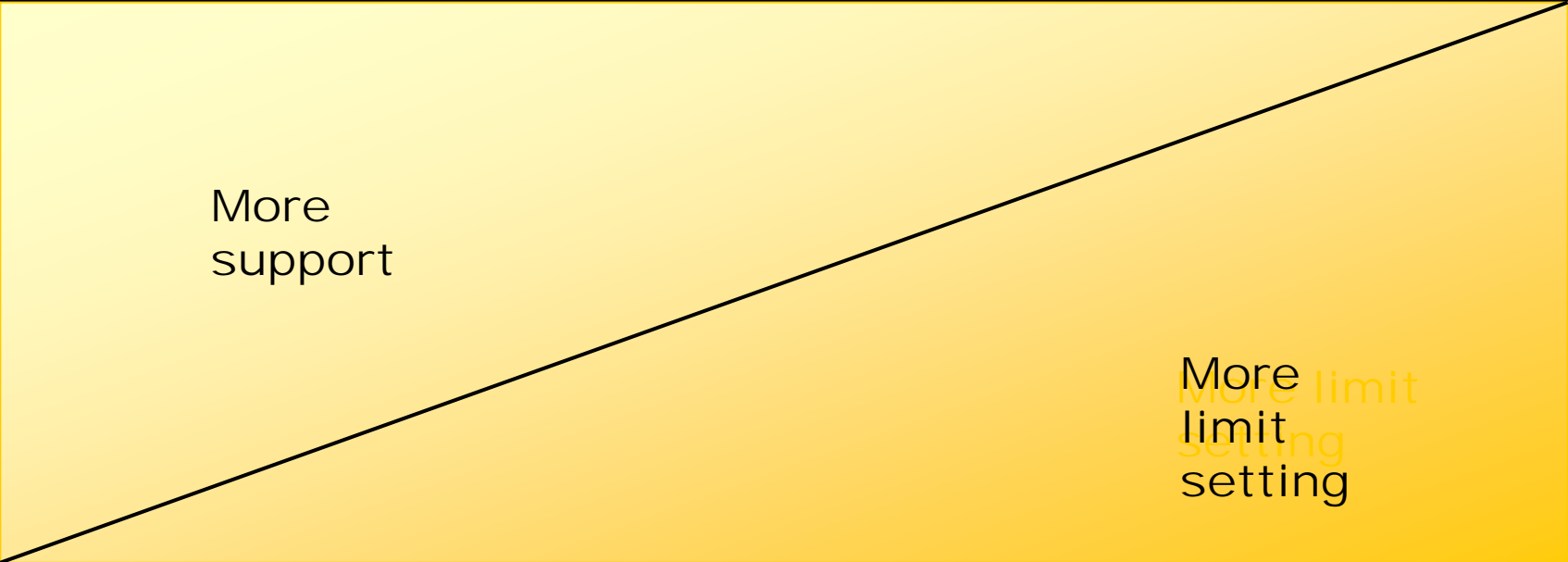


Fear

Frustration

Intimidation

Manipulation

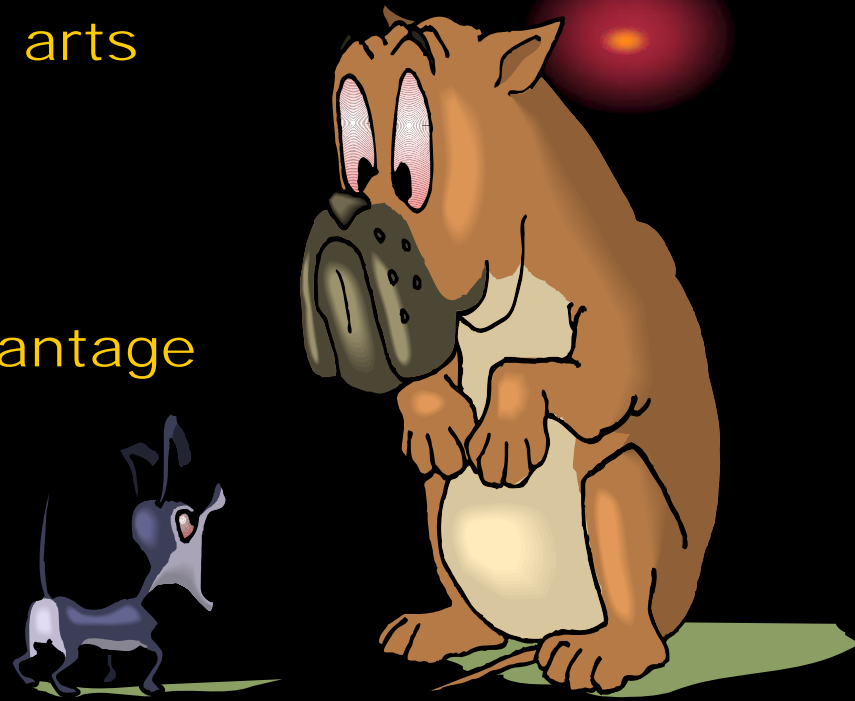


More support

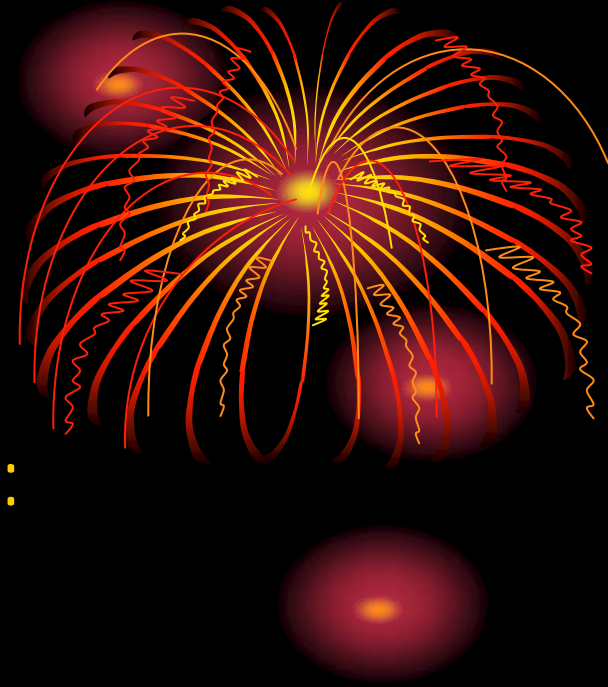
More limit setting

Impact Factors

- Sex - Age - Size
- Relative strength
- Skill level e.g. boxer, martial arts
- Specialist knowledge
- Alcohol or drugs
- Mental Illness
- Being in a position of disadvantage
- Injury or exhaustion
- Imminent danger situations
- Numbers present
- Weapons



Deescalation



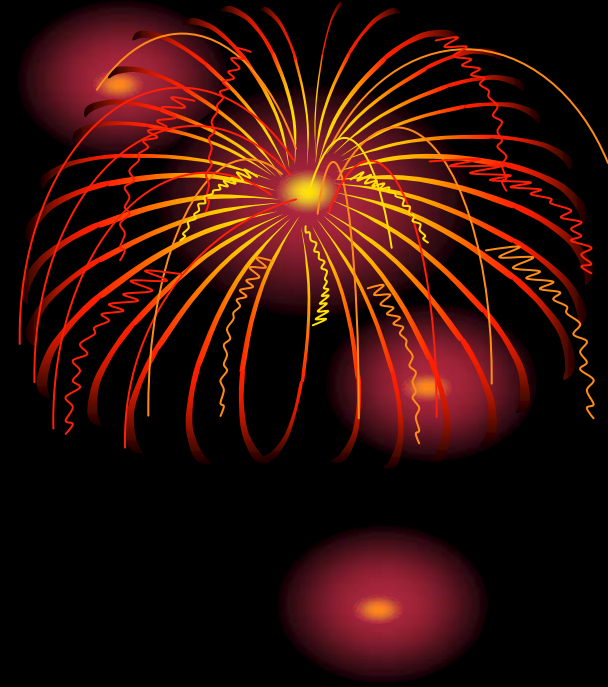
Personal Space:

- Distance
- Approach
- Level

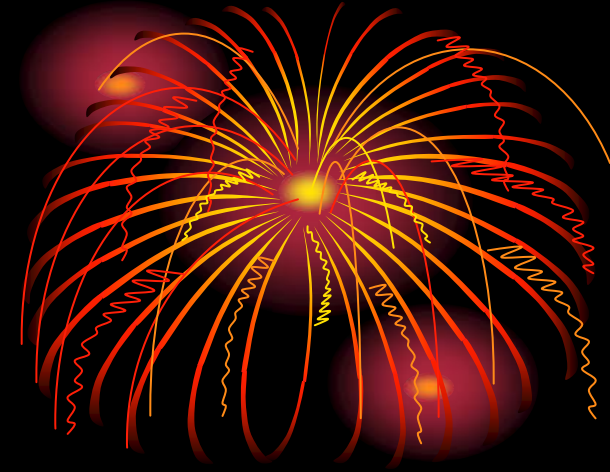
Deescalation

Safety:

- Non-confrontational
- Isolate
- Weapons
- Support/witness
- Exits



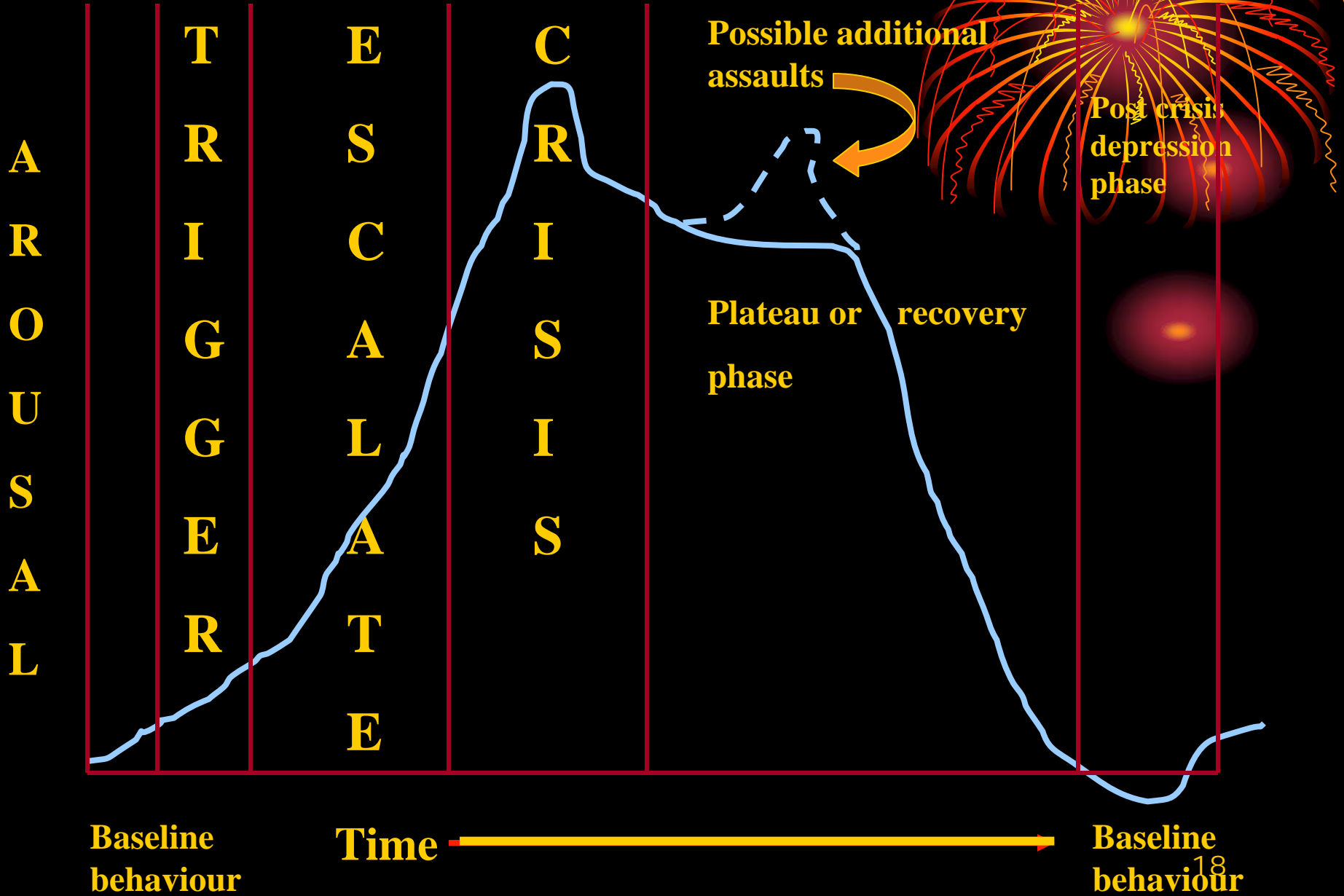
Deescalation



Presentation:

- Model expected behaviour
- Body language
- Speech
- Respect and acknowledge
- Reassure
- Drink/food

The Assault Cycle Kaplan & Wheeler 1983

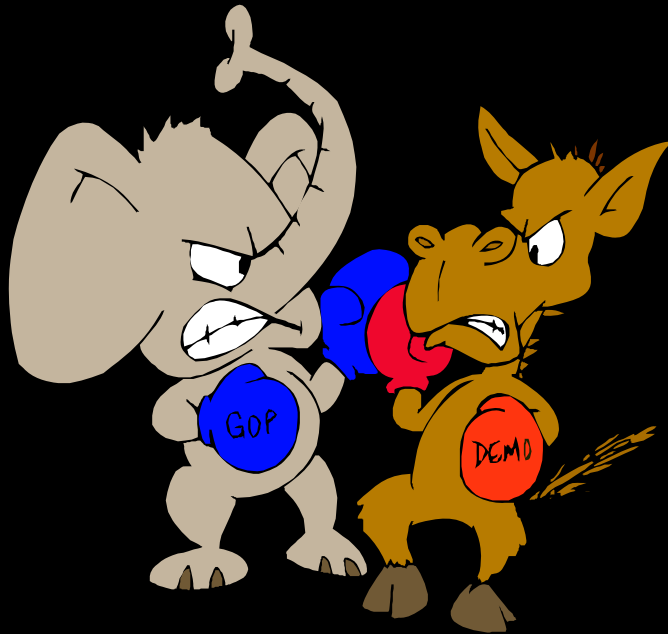


Warning Signs

- Direct prolonged eye contact
- Facial colour may darken
- Head is back
- Subject stands tall
- Kicking the ground
- Large movements
- Breathing rate accelerates
- Behaviour may stop or start abruptly



Danger Signs



- Fists clenching & unclenching
- Facial colour may pale
- Lips tighten over teeth
- Head drop to protect throat
- Eyebrows droop to protect eyes
- Hands rise above waist
- Shoulders tense
- Stance moves from square to sideways
- Stare is now towards intended target
- Lowering of body to launch forward

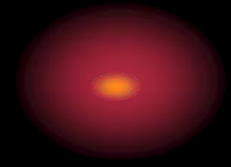
Responding to other challenging behaviours



- Boundaries
- Taking time to consider/consult others
- Leaving the situation
- Monitoring own state

The Principles of Resolution: 1

- Try to:
 - Maintain control of yourself
 - Signal non-aggression
 - Request behaviour to stop
 - Acknowledge you have received message
 - Express concern for subject and situation
 - Remind subject of what they have to lose
 - Divert or Distract
 - Consider Humour
 - Sit Down
 - Refer to past achievements
 - LEAVE!!!!



The Principles of Resolution: 2

- ***Try not to:***

- *Create a Challenge*
- *Create Aggression*
- *Intimidate*
- *Inflame the Incident*
- *Frighten / Cause panic*
- *Induce Desperation*
- *Deny a person their DIGNITY*

