

HOW DO I BEST RESPOND ?

BEHAVIOUR SUPPORT TECHNIQUES

- MANAGING THE ENVIRONMENT

- PROMPTING (GETTING BACK TO ROUTINE)

- CARING GESTURE

- HURDLE HELP (GETTING THEM OVER THE FIRST HURDLE)

- REDIRECTION AND DISTRACTIONS

- PROXIMITY

- DIRECTIVE STATEMENT (TELL THEM WHAT IS SAFE)

- TIME AWAY

PLEASE REMEMBER- IN CRISIS WE UNDERSTAND COMMUNICATION AS FOLLOWS;

- ❖ 7% VERBAL
- ❖ 38% TONE
- ❖ 55 NON VERBAL