

MANAGING THREATENING CONFRONTATIONS

*Strategies for Caregivers who Support Persons
who Present Challenging Behaviors*

- A Seminar with Paul White -

Waisman Center – Community TIES



Managing Threatening Confrontations

POSITIVE PRACTICE

Pro-Active
Creative Talk
Present Support
Safety

GROUP

Person-Centered
Attentive
Teaming
Team Work

CAREGIVER

Attitude Mood
Equilibrium Fright

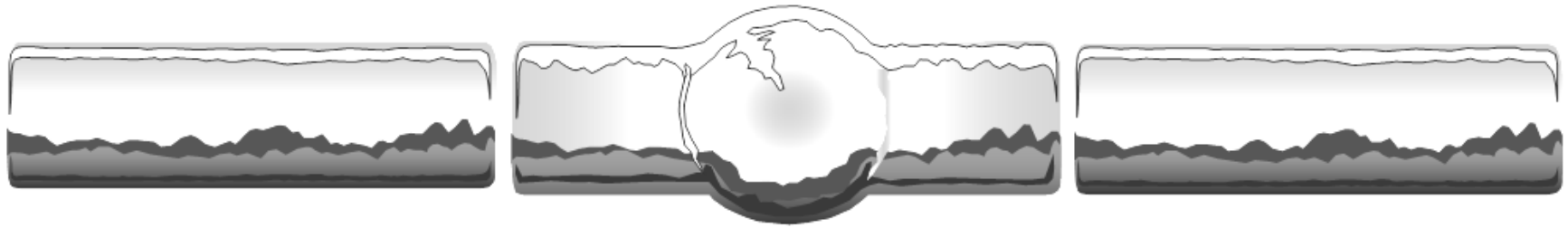
STAGES

Adaptive
Tension
Distress
Recovery

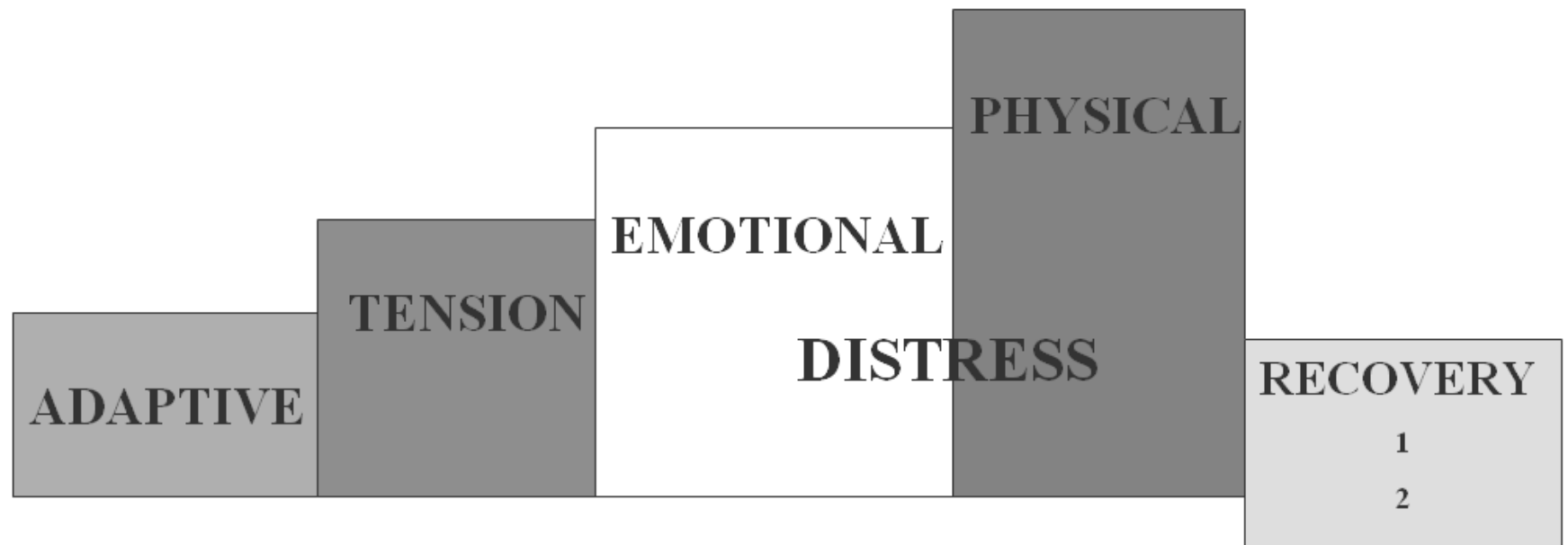
PERSON

Reinforce
Responsive
Diffusion
Boundaries
Talk Out





Stages of Challenging Behaviors



ADAPTIVE

Mood is even
Relaxed posture
Ability to concentrate
Normal expression/voice tone
Even breathing
Interactive

REINFORCE

- Positive attention
- Praise
- Promote positive activities
- Provide incentives for adaptive behavior
- Be vigilant to life situations that could cause tension/distress
- 80% - 20%
- Passion vs. dispassion

Notes:

CAREGIVER ATTITUDE

- Attitude is important
- Behavioral support is a vital and interesting aspect of care giving
- Know when attitude is adversely affected by challenging behaviors
- It is natural to develop “bad” attitudes
- Develop strategies for maintaining productive attitudes

Notes:

GROUP SUPPORT/PERSON CENTERED

- Team spirit
- Regular meetings
- Systems of communication
- Communicative intent of behavior
- Written support plans

Notes:

POSITIVE PRACTICE / PRO-ACTIVE PLANNING

- Pro-active vs. reactive
- Sensitivity to what life stressors can adversely affect people with “tenuous emotional control”
- Challenging behaviors
 - What are stress triggers?
 - How can caregivers minimize the negative influence of these stress triggers?

Notes:

TENSION

Change in breathing
Facial expression
Eye contact
Decreased Concentration
Muttering
Voice Tension
Argumentative
Withdrawal

RESPONSIVE

- Increase Attention
 - Creative talking strategies
 - Review stress triggers
 - Empathy
 - Touching
- Give Space
 - Lower or change expectations
 - Provide diversions

Notes:

CAREGIVER MOOD

- Awareness of how support to person can be affected by:
 - Present mood
 - Tension associated with challenging behaviors

Notes:

GROUP SUPPORT / ATTEND TO CONFRONTATION

- Awareness of how often confrontations are occurring
- Establish ongoing open communication among team members
- Be able to make quick adjustments to the support plan

Notes:

POSITIVE PRACTICE / CREATIVE TALKING

- Avoiding power struggles
 - Understanding the conflicted role of caregivers
 - Expectations vs. Behavioral support
 - Silence as effective support
- Sensitivity to when talking increases challenging behaviors
 - Knowing when to stop talking
 - Using creative talking strategies

Notes:

POSTIVE PRACTICE / TALKING STRATEGIES

- | | |
|------------------------|-------------------------|
| ➤ Humor | ➤ Changing Expectations |
| ➤ Choices | ➤ Reflective Listening |
| ➤ Give Time | ➤ Relaxation Skills |
| ➤ Empathy | ➤ Share Experience |
| ➤ Foreshadow | ➤ Team Support |
| ➤ Allay Fears | ➤ Diversions |
| ➤ Careful Explanations | ➤ Incentives |

Notes:

EMOTIONAL DISTRESS

Yelling
Swearing
Threats
Pacing
Increased Movements
Decreased Rational Thinking

DIFFUSION

- Decrease or stop talking
- Focus on challenging behaviors
- Neutral presence
- Use talking to contain behaviors
- Respect positioning

Notes:

GROUP SUPPORT / TEAMING STRATEGIES

- System for accessing team support
- Plan in place regarding best strategies for dealing with a threatening confrontation
- Approach the confrontation in a calm even manner
- Create a safe environment
- Protect other people in the environment

Notes:

POSITIVE PRACTICE / PRESENTATION OF SELF

- Neutral Presence
 - Even facial expression
 - Eye contact matched to person/situation
 - Non-threatening posture
 - Mask/control personal feelings of tension

- Respect Positioning
 - Minimize tension / distress
 - Responsive to individual
 - Greater mobility
 - Safety for both person and caregiver

Notes:

PHYSICAL DISTRESS

Aggression
Destruction
Self-Injury

PERSON SUPPORT / SAFE BOUNDARIES

- Remove self and others
- Be prepared to self-protect
- Protect person from self-injury
- Safe physical support

Notes:

CAREGIVER SUPPORT - FRIGHT

- Fright
 - Increased heart rate
 - Muscle tension
 - Perspiration
 - Adrenaline
- Positive effects of fright
 - Stronger
 - Smarter
 - Faster
- Negative effects of fright
 - Excessive force
 - Unresponsive
 - Panic

Notes:

GROUP SUPPORT / TEAM WORK

- Decide on a team facilitator
- Plan for team communication
- Plan to communicate with the person
- Provide safety for others

Notes:

POSITIVE PRACTICE / IMPACT AGGRESSION

- General Actions
 - Move away
 - Side position
 - Shield
 - Deflect
- Hit
 - Raise arms
 - Protect head
 - Deflect impact
- Kick
 - Raise leg slightly to protect body
- Spit
 - Raise hands to protect face
- Weapon
 - Increase distance
 - Use objects to shield
 - Call for help

Notes:

POSITIVE PRACTICE / CONTROL AGRESSION

- General actions
 - Find vulnerability of control
 - Use diversions
- Wrist
 - Twist out between thumb and finger
- Pinch
 - Cover with hand
 - Press in and brush off
- Scratch
 - Carefully gather fingers together
 - Pull straight away
- Hair pull
 - Cover with both hands
 - Put pressure on wrist
 - Pry fingers loose
- Choke
 - Move back
 - Raise arms up, hands together
 - Push arms out away from neck
- Bite
 - Push into bite
 - Cover nose and gently push in

Notes:

RECOVERY

Physical signs person is out of Distress

- Tension is released
- Normal breathing
- Normal posture

Mood/affect change

- Level 1
 - Returns to Adaptive
 - Embarrassment
 - Remorse
- Level 2
 - Crying
 - Withdrawal

PERSON SUPPORT / TALK OUT

- Reflect on the confrontation
 - Talk about what happened during the confrontation
 - Explore possible stress triggers
 - Discuss better ways to deal with triggers
 - Offer support
 - Carefully enforce consequences if warranted
- Provide positive closure
 - Smile – hand shake – positive statement
 - Help return to adaptive lifestyle for both person and caregiver

Notes:

CAREGIVER SUPPORT / PROCESS CONFRONTATION

- Assess emotional equilibrium before beginning to talk out
- Solicit support from the team
- Evaluate the threatening confrontation
- Practice emotional equilibrium

Notes:

GROUP SUPPORT / ATTEND TO CAREGIVER

- Help caregivers involved in the confrontation process what happened
- Avoid being judgmental
- Help caregiver maintain emotional equilibrium

Notes:

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