

MANAGING THREATENING CONFRONTATIONS

Shawn Bass

Waisman Center – Community TIES Program

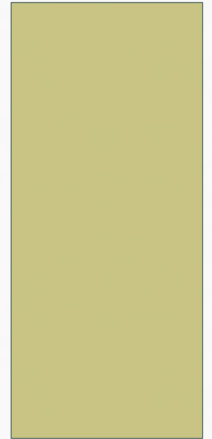
MANAGING THREATENING CONFRONTATIONS

STAGES

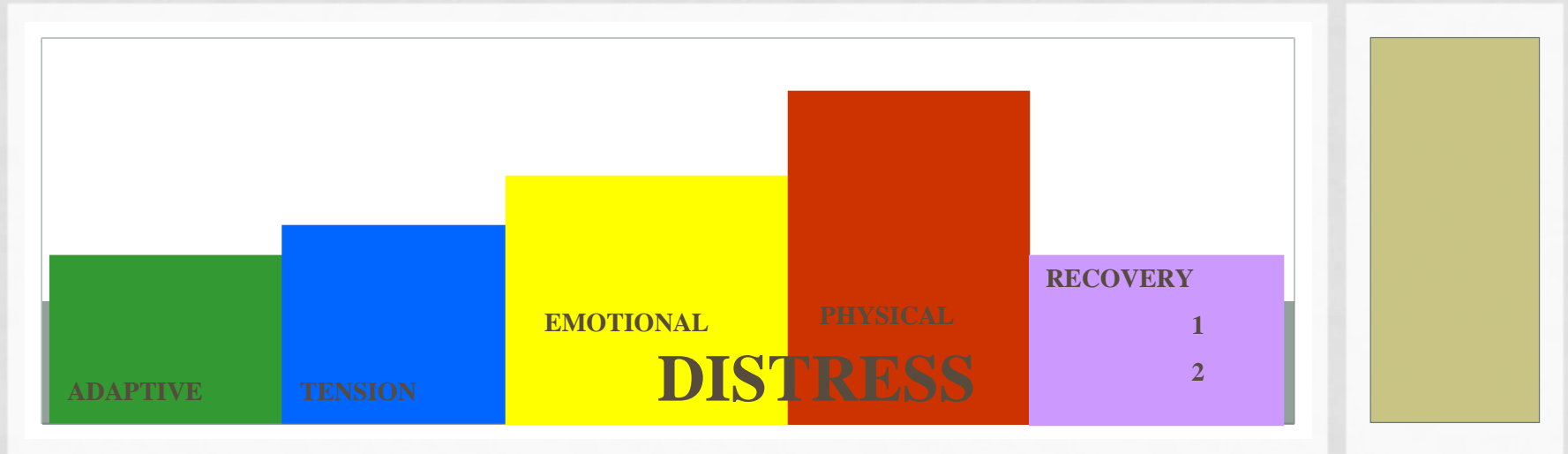
Adaptive
Tension
Distress
Recovery

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/sensory activities
- Provide incentives for adaptive behavior
- Be vigilant to life situations that could cause tension/distress
- 80 % – 20%

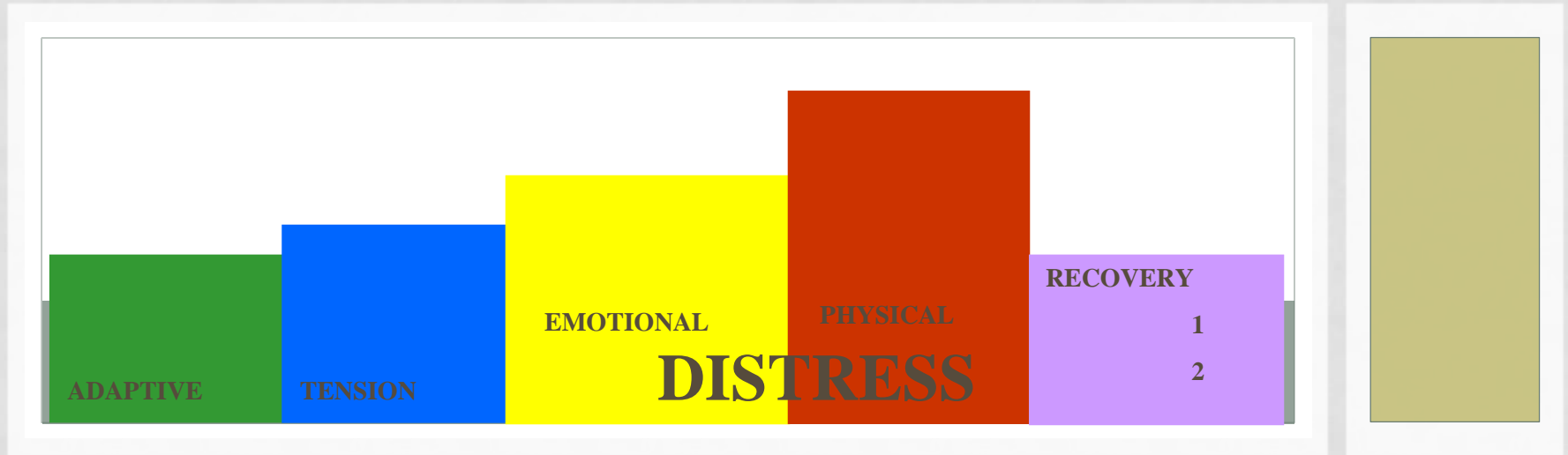
CAREGIVER ATTITUDE

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

POSITIVE PRACTICE / PRO-ACTIVE PLANNING

- Pro-active vs reactive
- Sensitivity to what life stressors can adversely affect people with “tenuous emotional control”
- Challenging Behaviors
 - Old model—gain or avoid
 - New model—holistic approach
 - Physiological, emotional, traumatic, cognitive factors
 - Pgs. 6 & 7 of booklet
 - What are stress triggers?
 - How can caregivers minimize the negative influence of these stress triggers?

STAGES OF CHALLENGING BEHAVIORS



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
 - Diversions
 - Humor?
- Give Space
 - Lower or change expectations
 - Provide diversions
 - Power Struggles
 - Health & Safety

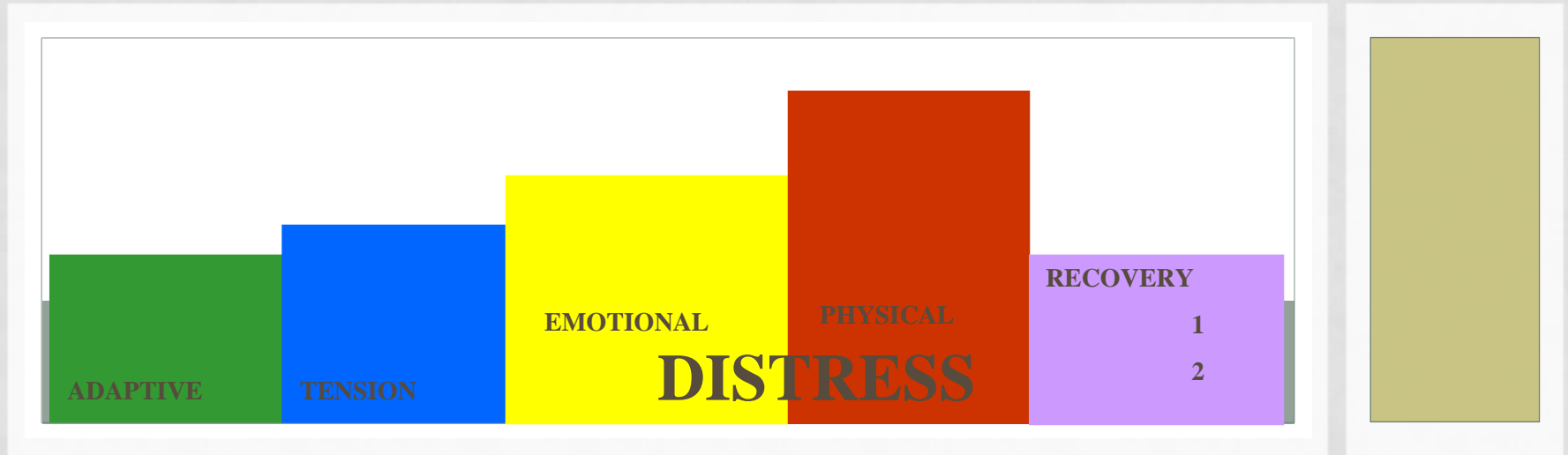
POSITIVE PRACTICE / CREATIVE TALKING

- 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

POSITIVE PRACTICE / CREATIVE TALKING STRATEGIES

- Humor
- Choices
- Give Time
- Empathy
- Foreshadow
- Allay Fears
- Careful explanations
- Changing expectations
- Reflective listening
- Relaxation skills
- Share experience
- Team support
- Diversions
- Incentives

STAGES OF CHALLENGING BEHAVIORS



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
- Avoid trying to rationalize/explain

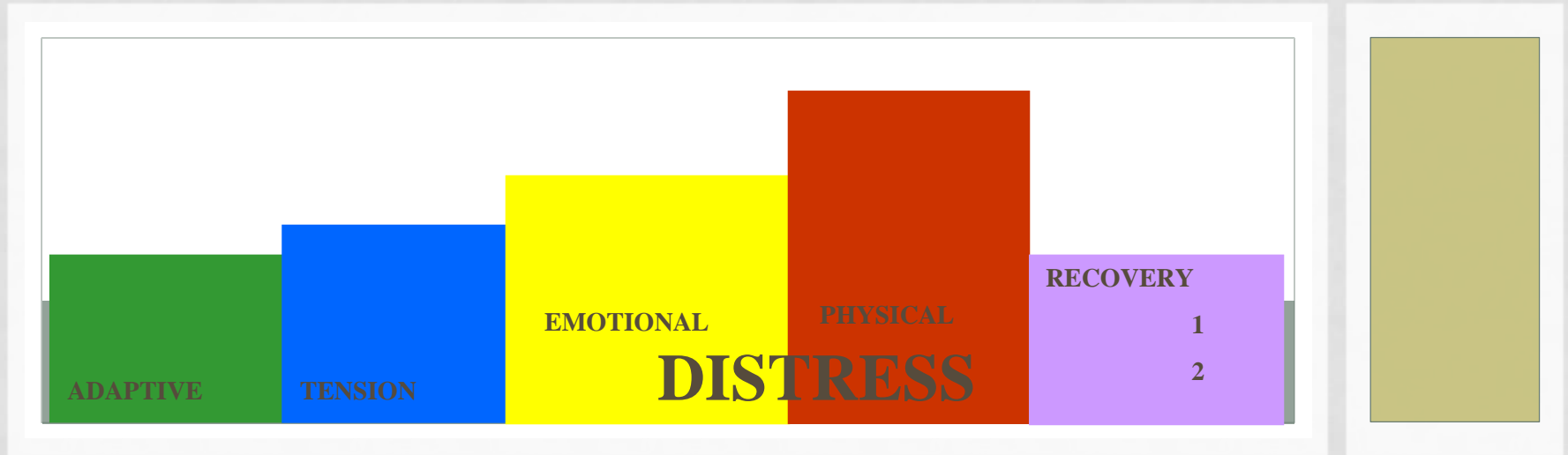
POSITIVE PRACTICE / PRESENTATION OF SELF

- Neutral Presence
 - Even facial expression
 - Eye contact matched to person/situation
 - Non threatening posture
 - Mask/control personal feelings of tension
 - Stay calm, even if you don't feel that way

POSITIVE PRACTICE / PRESENTATION OF SELF

- Respect positioning
 - Minimize person's tension/distress
 - responsive to individual
 - greater mobility
 - safety for both person and caregiver

STAGES OF CHALLENGING BEHAVIORS



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

CAREGIVER SUPPORT - FRIGHT

? Fright

- ? Increased heart rate
- ? Muscle tension
- ? Perspiration
- ? Adrenaline

CAREGIVER SUPPORT - FRIGHT

- ❖ Positive effects of fright
 - ❖ Stronger
 - ❖ Smarter
 - ❖ Faster

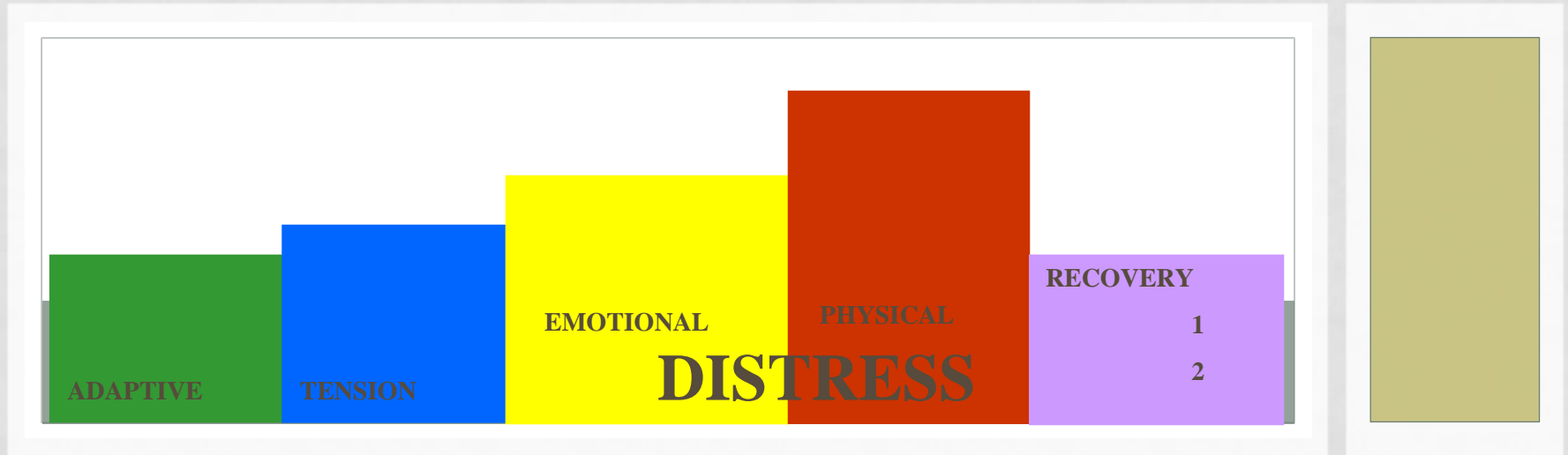
CAREGIVER SUPPORT - FRIGHT

- ❖ Negative effects of fright
 - ❖ Excessive Force
 - ❖ Unresponsive
 - ❖ Panic

GROUP SUPPORT / TEAMWORK

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

STAGES OF CHALLENGING BEHAVIORS



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
- Return to regular routine
 - Debrief with person or supervisor at a later time when emotions have calmed

PERSON SUPPORT / TALK OUT

- Provide positive closure
 - Smile - hand shake - positive statement
 - Help return to adaptive lifestyle for both person and caregiver

CAREGIVER SUPPORT / PROCESS CONFRONTATION

- Assess emotional equilibrium before beginning to talk out
- Solicit support from the team
- Evaluate the threatening confrontation
- Practice emotional equilibrium
- Recognize that this was a traumatic event for the client and the caregiver

GROUP SUPPORT / ATTEND TO CAREGIVER

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

WRAP-UP

Shawn Bass

Behavior Consultant

Waisman Center – Community TIES

sbass@wisc.edu

608-279-7642

<http://cow.waisman.wisc.edu/>