

**MANAGING THREATENING  
CONFRONTATIONS**

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**MANAGING THREATENING  
CONFRONTATIONS**

STAGES	PERSON
Adaptive Tension Distress Recovery	Reinforce Responsive Diffusion Boundaries Talk Out

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**STAGES OF CHALLENGING  
BEHAVIORS**

STAGES	PERSON
Adaptive Tension EMOTIONAL <b>DISTRESS</b>	RECOVERY 1 2

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## ADAPTIVE

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

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## 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%

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## 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

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## 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, relationships/rapport
    - Physiological, emotional, traumatic, cognitive factors
  - What are stress triggers?
  - How can caregivers minimize the negative influence of these stress triggers?

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## STRESS TRIGGERS

<b>1. Physical health</b> A person's physical health is a major factor in their ability to cope with stress. Physical health problems can lead to emotional and behavioral problems.	<b>2. Financial stress</b> Financial stress is a common cause of stress. It can lead to emotional and behavioral problems.	<b>3. Family stress</b> Family stress is a common cause of stress. It can lead to emotional and behavioral problems.	<b>4. Lack of control or choice</b> A lack of control or choice in one's life can lead to stress. It can lead to emotional and behavioral problems.	<b>5. Isolation</b> Isolation is a common cause of stress. It can lead to emotional and behavioral problems.	<b>6. Lack of social support</b> A lack of social support is a common cause of stress. It can lead to emotional and behavioral problems.	<b>7. Personality</b> Personality is a common cause of stress. It can lead to emotional and behavioral problems.	<b>8. Health status</b> Health status is a common cause of stress. It can lead to emotional and behavioral problems.	<b>9. Life changes</b> Life changes are a common cause of stress. It can lead to emotional and behavioral problems.	<b>10. Role transitions</b> Role transitions are a common cause of stress. It can lead to emotional and behavioral problems.	<b>11. Environmental stressors</b> Environmental stressors are a common cause of stress. It can lead to emotional and behavioral problems.	<b>12. Work stress</b> Work stress is a common cause of stress. It can lead to emotional and behavioral problems.	<b>13. Health care</b> Health care is a common cause of stress. It can lead to emotional and behavioral problems.	<b>14. Social support</b> Social support is a common cause of stress. It can lead to emotional and behavioral problems.	<b>15. Coping strategies</b> Coping strategies are a common cause of stress. It can lead to emotional and behavioral problems.	<b>16. Personality</b> Personality is a common cause of stress. It can lead to emotional and behavioral problems.	<b>17. Health status</b> Health status is a common cause of stress. It can lead to emotional and behavioral problems.	<b>18. Life changes</b> Life changes are a common cause of stress. It can lead to emotional and behavioral problems.	<b>19. Role transitions</b> Role transitions are a common cause of stress. It can lead to emotional and behavioral problems.	<b>20. Environmental stressors</b> Environmental stressors are a common cause of stress. It can lead to emotional and behavioral problems.
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## STAGES OF CHALLENGING BEHAVIORS




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## TENSION

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

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## 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

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## 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

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## 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

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## STAGES OF CHALLENGING BEHAVIORS



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## EMOTIONAL DISTRESS

- YELLING
- SWEARING
- THREATS
- PACING
- INCREASED MOVEMENTS
- DECREASED RATIONAL THINKING

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## DIFFUSION

- Decrease or stop talking
- Focus on challenging behaviors
- Neutral presence
- Use talking to contain behaviors
- Respect positioning
- Avoid trying to rationalize/explain

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## 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

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## POSITIVE PRACTICE / PRESENTATION OF SELF

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

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## STAGES OF CHALLENGING BEHAVIORS



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## PHYSICAL DISTRESS

- Aggression
- Destruction
- Self-Injury

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## PERSON SUPPORT / SAFE BOUNDARIES

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

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## CAREGIVER SUPPORT - FRIGHT

- ❖ Fright
  - ❖ Increased heart rate
  - ❖ Muscle tension
  - ❖ Perspiration
  - ❖ Adrenaline

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## CAREGIVER SUPPORT - FRIGHT

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

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## CAREGIVER SUPPORT - FRIGHT

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

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## GROUP SUPPORT / TEAMWORK

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

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## STAGES OF CHALLENGING BEHAVIORS



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## 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

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### 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

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### PERSON SUPPORT / TALK OUT

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

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### 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

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## GROUP SUPPORT / ATTEND TO CAREGIVER

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

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## WRAP-UP

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