



CONFRONTATION AVOIDANCE TECHNIQUES

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Understanding Behavioral Challenges

- There are always reasons for an individual's behavior
- Safety, security, and dignity for the individual and others are of primary consideration
- Be able to look at a challenging behavior from that individual's point of view
- Support, structure and fairness will help you and the individual interact positively



Reasons for Challenging Behavior

- Person needs something
- Person is upset or confused
- Person is uncomfortable or in pain
- Person is afraid
- Person is angry
- Person is frustrated



Signals that problem may occur

- Pacing
- Talking excessively
- Talking loudly
- Repeating things over and over
- Crying
- Fidgeting/rocking
- Not talking or communicating
- Refusing to participate
- Self injury
- Any noticeable change in behavior



Proactive Options

- Improve the interaction
- Reduce the demand



Improve the interaction

- Focus on the person
- Modify your tone – Communicate acceptance
- Change the energy level
- Change your expectations
- Change the pace of the activity
- Involve Choices
- Add Humor



Reduce the Demand

- Take a mini-break
- Slow down
- Improve prompts
- Move to a quiet place or just a different location
- Delay or abandon the task or activity
- Ask someone else to help
- Wait out the difficulty



Avoiding Resistance

- Balance the focus on task and interaction
- Use eye contact, facial expression, words and safe touch to express respect, support, and fairness
- Compromise
- Share the task



Changes we make

- BE MORE:

- Supportive
- Accepting
- Tolerant
- Empathic
- Co-Participatory
- Guiding
- Flexible
- Empowering

- AND LESS:

- Controlling
- Judgmental
- Rigid
- Dominating
- Authoritative
- Verbally directive
- Questioning



Recognize potential problems

- Watch for signs of agitation, nervousness
- Listen
- Watch for signs of passiveness or withdrawal
- Rely on intuition (gut feelings)



If you sense potential difficulty...

- Simplify the activity
- Do task with the person
- Help the individual be successful in doing the task
- Intervene early – its always easier to solve the problem before the person gets upset



What to Do if Agitation is Just Beginning...

- Remain calm
- Lower the pitch and tone of your voice
- Speak slowly and clearly
- Ask or find out what the problem is (if the person can tell you)
- Continue to talk to the person until he/she begins to calm down
- Use TLC



Be at EYE Level

- Invite them to sit down with you
- Don't demand or order them to sit
- Communicate that you are with the person
- (If they sit down with you , this is the first step to successfully avoiding a confrontation)



If Person Remains Standing

- You remain standing
- Keep talking
- Remain calm and friendly
- Continue to work through the problem or just keep talking (it doesn't matter if the person has limited language and doesn't understand everything you say)



Then what

- DO...
- Show concern – that you care about how they are feeling
- Try to solve the problem
- Keep talking
- Relax – Control yourself
- DON'T...
- Argue
- Promise what you can't deliver
- Bribe
- Get angry
- Be disrespectful
- Look nervous, scared



If agitation is increasing...

- Don't show a lot of emotion
- Don't argue, demand or command or threaten
- Don't disagree
- Be respectful
- Continue to talk, listen and wait
- Don't corner the person physically or psychologically



Questions to ask yourself

- Is my voice low?
- Is my face relaxed?
- Is my body relaxed?
- Am I showing concern for the person?
- Am I being respectful?
- Am I being polite and matter-of-fact?
- Am I standing (or sitting) in the right place?
- Can the person escape if they need to?



Time is on your side!

- Keep the person talking and they *will* begin to calm down
- Invite the person to sit down with you again
- Don't leave the person
- Involve them in another activity



After the person begins to calm down

- Continue talking with them
- Don't leave them until they are calm and involved in another activity



Keys to success

- Control your emotions, actions, voice and muscles and posture
 - Talk to yourself to stay calm
 - *Ask yourself questions*
 - Take your time...
-
- Know that avoiding a confrontation *is* your responsibility



Does CAT work?

- It works!!
- It's common sense
- It requires time
- It requires patience
- Adjustments when necessary
- Emotional support and encouragement
- It requires confidence



The End
