

## Responding to Challenging Behaviors

### Internally

- Be aware of your own feelings
- Respond don't react  
Patience and flexibility
- Slow count/deep breath
- Depersonalize
- Accept the individual is under stress/influence of disease
- Listen with your eyes
- Look for reasons behind the behavior  
Cover-words
- Set boundaries
- Anticipate
- Change negative thought patterns
- Gain help/support

### Externally

- Validate, validate, validate  
Respond to emotion, not behavior  
Do not argue  
Repeat person's specific words or phrases  
Acknowledge pain, distress, etc.
- Use calm, empathic approach
- Find positives, use individual strengths
- Reduce distractions
- Provide distractions
- Give space/time
- Retreat and re-approach
- Use short and simple phrases
- Be realistic
- Be honest