

# Positive ways to manage challenging behaviour



Greater Manchester  
Neurorehabilitation & Integrated  
Stroke Delivery Network

Follow any **behavioural guidelines** that are in place



Remain **calm** and **model the behaviour** you want from the person



Think about your **body language** and **tone of voice**



Put yourself in their shoes – try to understand the **causes of the behaviour**



Show **Active Listening** skills by using their words to show that you are listening



Give **clear, direct and immediate feedback** about inappropriate behaviour, but do not be critical or judgemental. Refer to the behaviour and not the person



Notice when the person's behaviour is appropriate and give them **compliments**



Let them know **what you will do** about the problem, even if it is just to tell someone else



Think about whether the person needs some **space** to calm down and tell them that you will return later (remember to go back when you have said that you would!)



Try to respond the same way each time to challenging behaviour, **be consistent**



Try not to feel downhearted if the **behaviour returns**, just try again



Don't take the behaviour **personally**



Use **de-escalation techniques** if the situation is becoming heated such as distraction



Ask about getting further support from the **Psychology Team** if necessary

