



Responding to Challenging Behaviour

Step

1.

De-escalate

1. **Physical presence:** maintain distance, don't block an exit, provide space
2. **Body Language:** stand side on, open body language, be physically smaller
3. **Voice Tone:** calm tone, talk slowly, do not raise your voice
4. **Speech:** don't defend or justify, re-affirm feelings, repeat back thoughts

Step

2.

Relate

1. **Co-regulate:** maintain a calm, consistent and positive presence
2. **Play:** card games, lego/building, ball games, art, paper planes, dance
3. **Movement:** going for a walk, playing sport, gym equipment
4. **Be present:** draw, listen to music, sit alongside them, sensory activities (kinetic sand, clay, sequined cushions and more)

Step

3.

Negotiate

1. **Identify the need:** Establish common ground, identify need, enquire with compassion
2. **Focus on interests:** Discuss the core interests as opposed to positions, be clear about your own core interest
3. **Brainstorm options & select outcome:** discuss all options without criticism, select an outcome, discuss natural consequences