

Connection in Communication: supporting positive behaviours

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Aims for today



- To introduce some frameworks to **understand** behaviour
- To highlight the importance of **communication**
- To look at **practical** and meaningful things you can try

Behaviour ICEBERG

What can we
see?



Self Harm
Aggression
Avoiding demands

What's
underneath the
surface?



Difficulties in understanding
emotions

How do you make /
keep friends?

Confused by
expectations

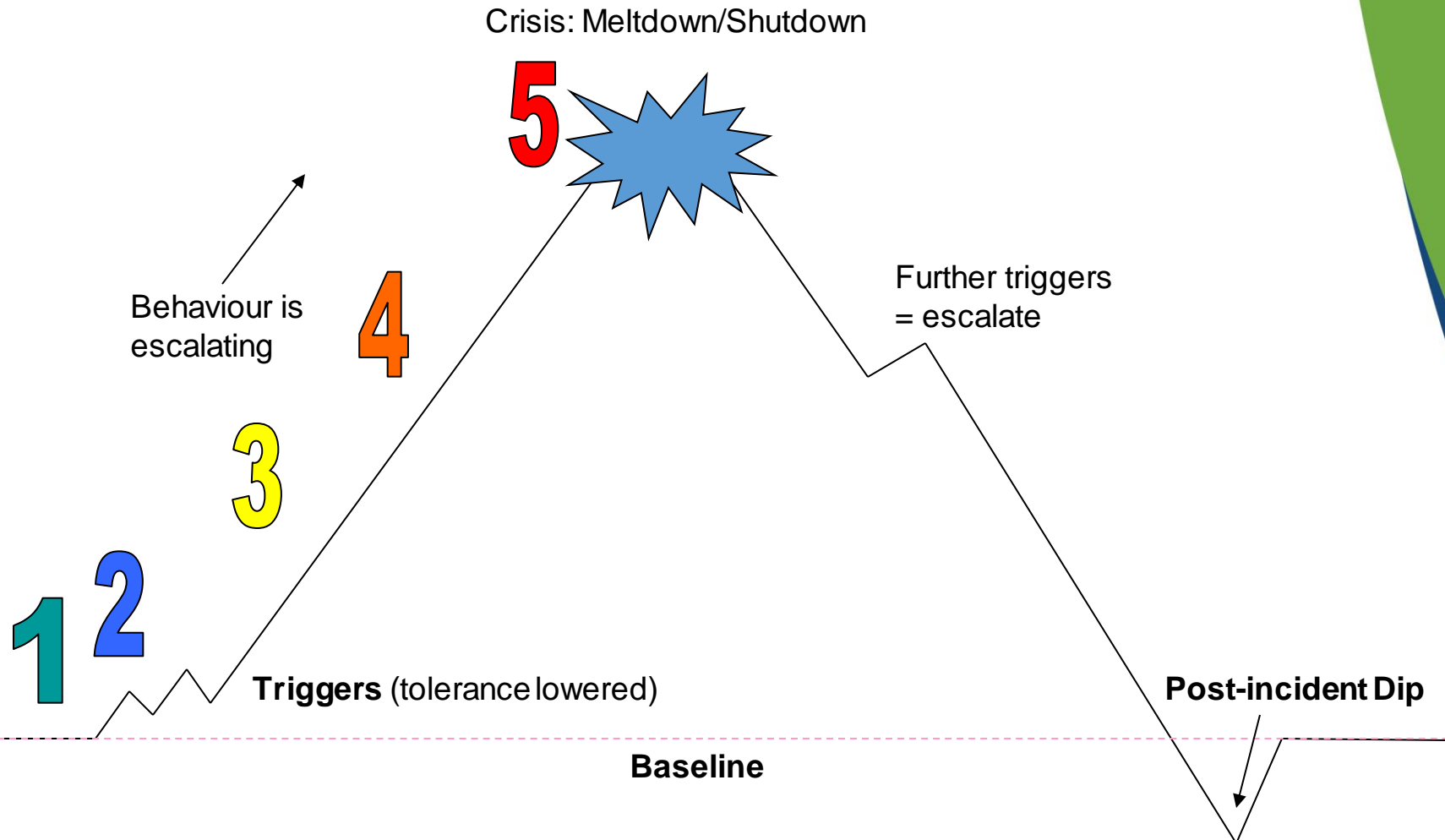
Overwhelmed

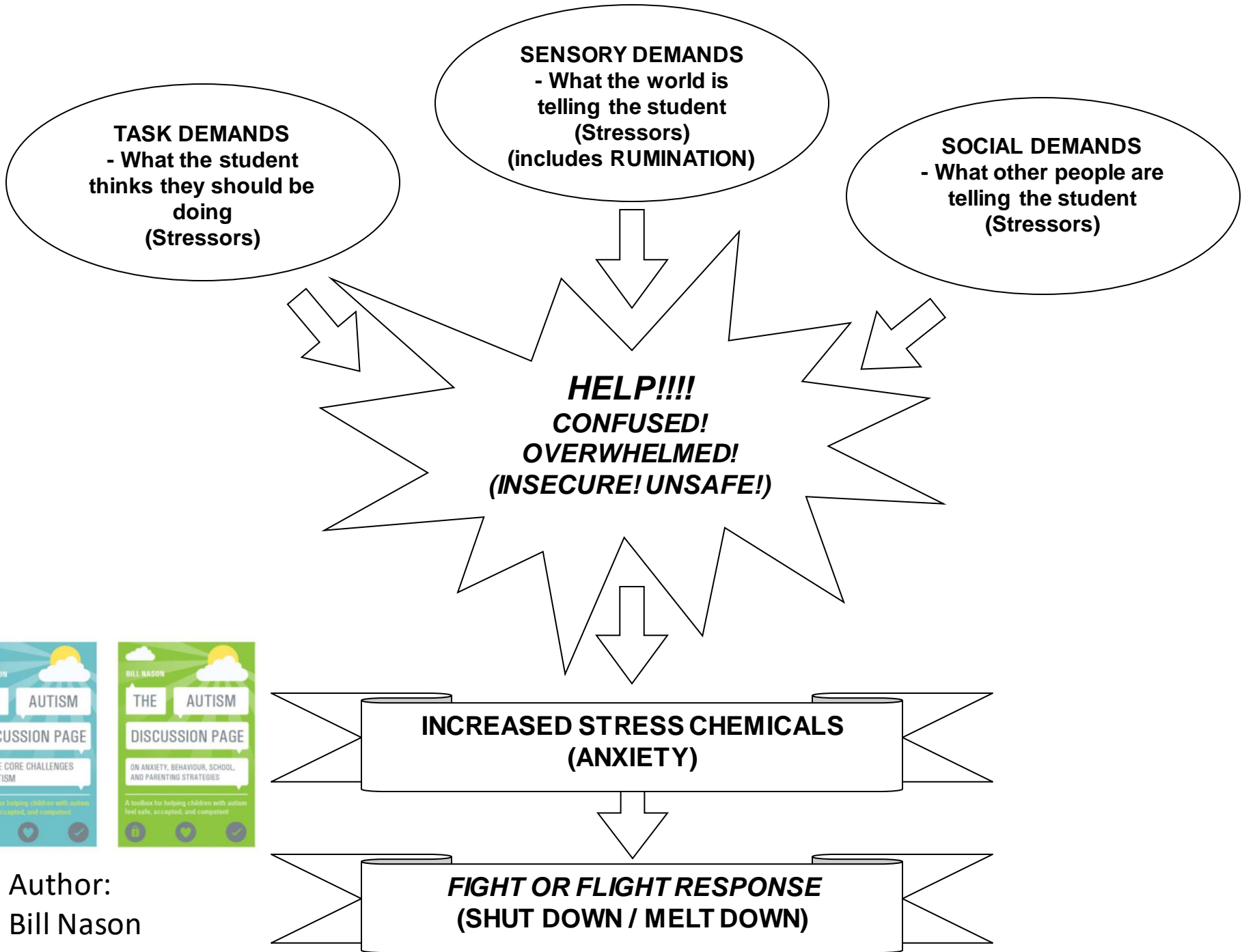
Doesn't
understand

Feels
anxious

Task: what can
we add to this?

Behaviour Volcano





Author:
Bill Nason

Life is DEMANDING!

- Think of all the ways in which a your day can be demanding...
- What do we do when demands are too much?

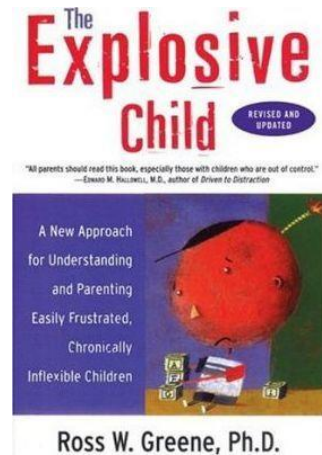


Avoiding Demands

- When demands increase anxiety a ***natural*** response is to avoid demands as much as possible.
- When interacting with these individuals there are some useful strategies that might help...



Author:
Dr Ross Greene



 Beechwood
College

Strategies for interacting with anxious and avoidant individuals



1) Allow the option of saying *no*

When anxious, **people like to feel they have some control.**

Some words say you have made a decision and taken away control.

Avoid using 'demand' words such as:

- Need
- Must/Must not
- Will/Won't
- Can't
- Now
- By (a time/date)



Make **requests** instead of demands. Try opening requests with phrases such as:

- Is it OK with you if...
- How do you feel about...
- Do you mind (doing/going etc.)...
- Would/could you...
- If you're happy to...
- When you have finished with..., could you then...



2) Allow Initiative

Give a *hint* or a *vague outline* instead of detailed instructions.

Avoid showing there is an expectation:

- Instead of “**Get your Dad a present for his birthday next week**”, say “**I’m really looking forward to seeing what you’ve bought for Dad’s birthday next week!**”



3) *Share the responsibility*

Try using words like:

- Us
- We
- Let's
- Together

- If a task is particularly difficult, make sure that you show your appreciation and say thank you, as it may help motivate them next time. (*Reinforcement*)

Examples:

- "I'm so glad you came shopping with me, it was really nice to be able to go together."
- "Thank you for taking the time to help your brother with his homework today."





4) Create *choice*

There are times when things do need to be done. In these situations, think about what the person **can** control, and introduce that.

(If they feel they are being given no choice, they can be driven to say no).

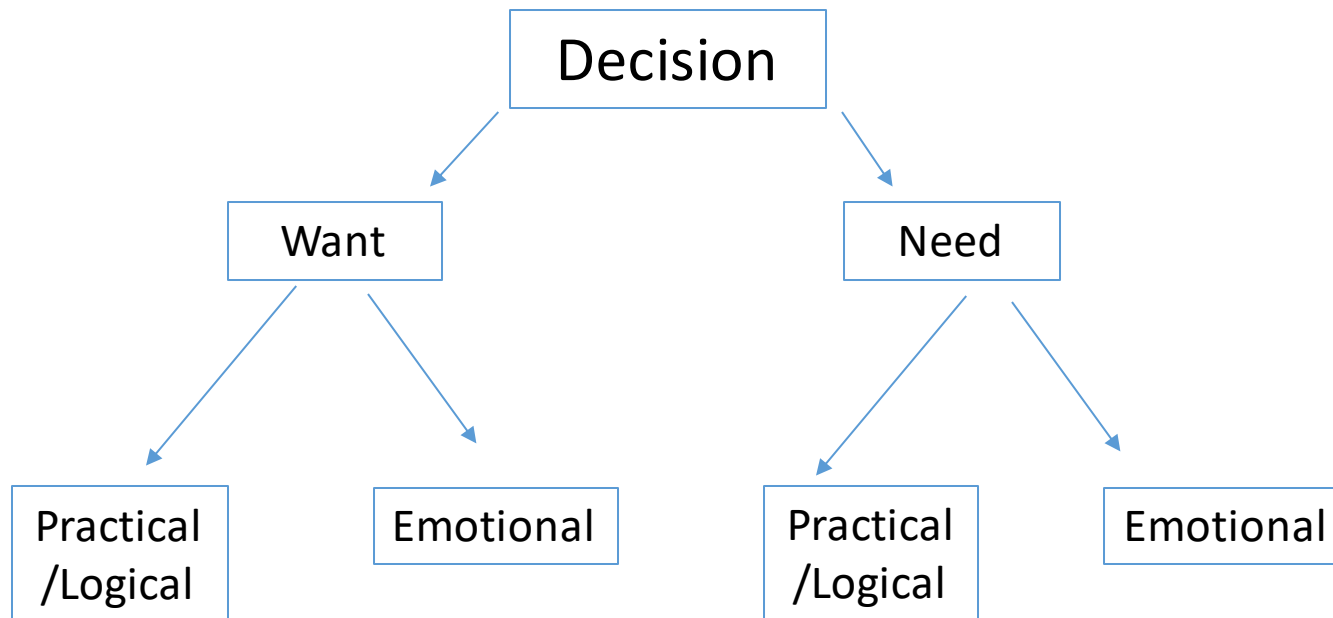
- Instead of telling the person what will happen, imply it instead.
- Instead of “I want you to do some writing” say “Which colour pen would you like to use?”
- Instead of “We’re going out at 10.00” say “How much time do you need to get ready?”





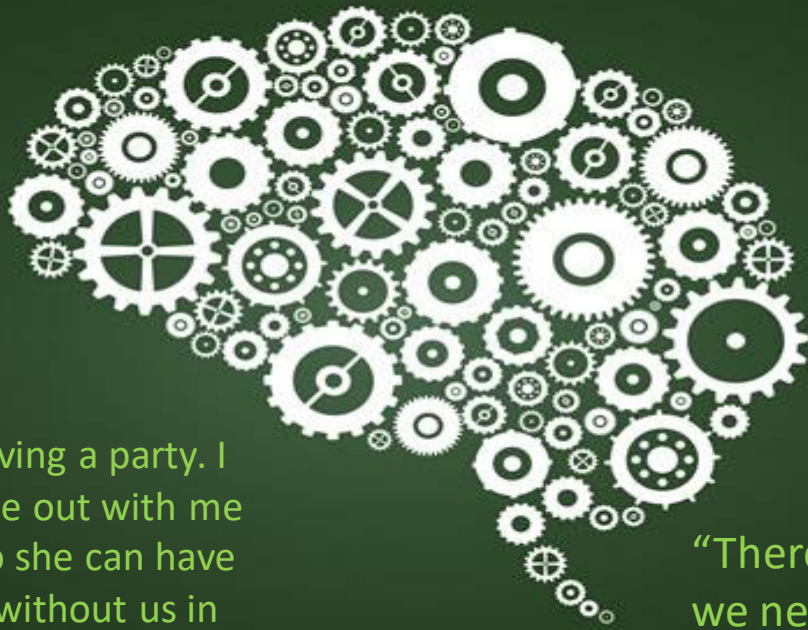
5) *Pick your battles*

- Do you *want* or *need* the person to do something.
- If it's important, is it *practical/logical* or *emotional*.
- If emotional, be prepared that might not be a good enough reason for the person to change their actions.



Explain that there will be occasions when you have to make a demand, but also that you will try not to make demands when you don't need to. This will be useful when there is urgency or a definite outcome needed. In these situations, demands should have more impact as the person will know that you would not demand anything that wasn't extremely important.

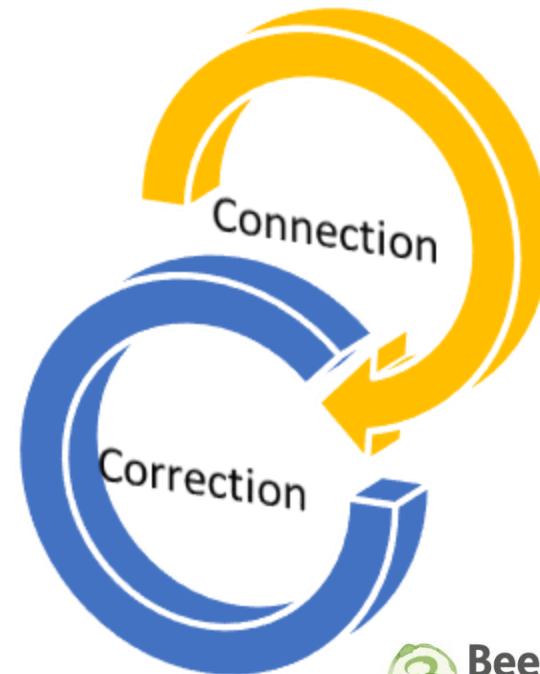
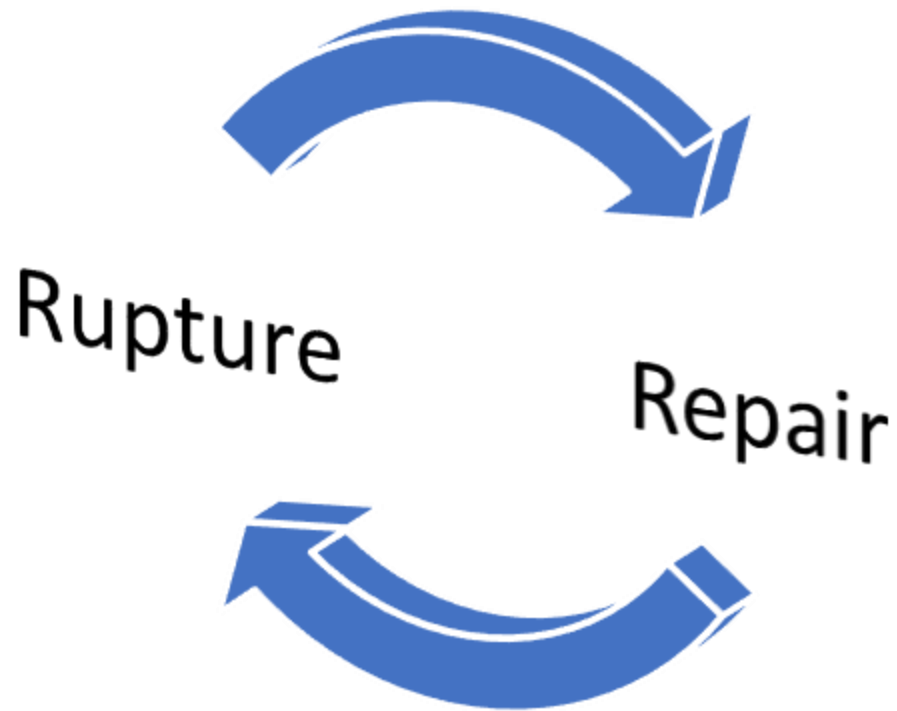
Explain why the demand is being made and why its necessary.



“Your sister is having a party. I want you to come out with me this afternoon so she can have time to prepare without us in the way.”

“There is a fire alarm, we need to leave now so we don't get hurt.”

Times when things don't go to plan, are an opportunity



pACE



Playfulness

Acceptance

Curiosity

Empathy

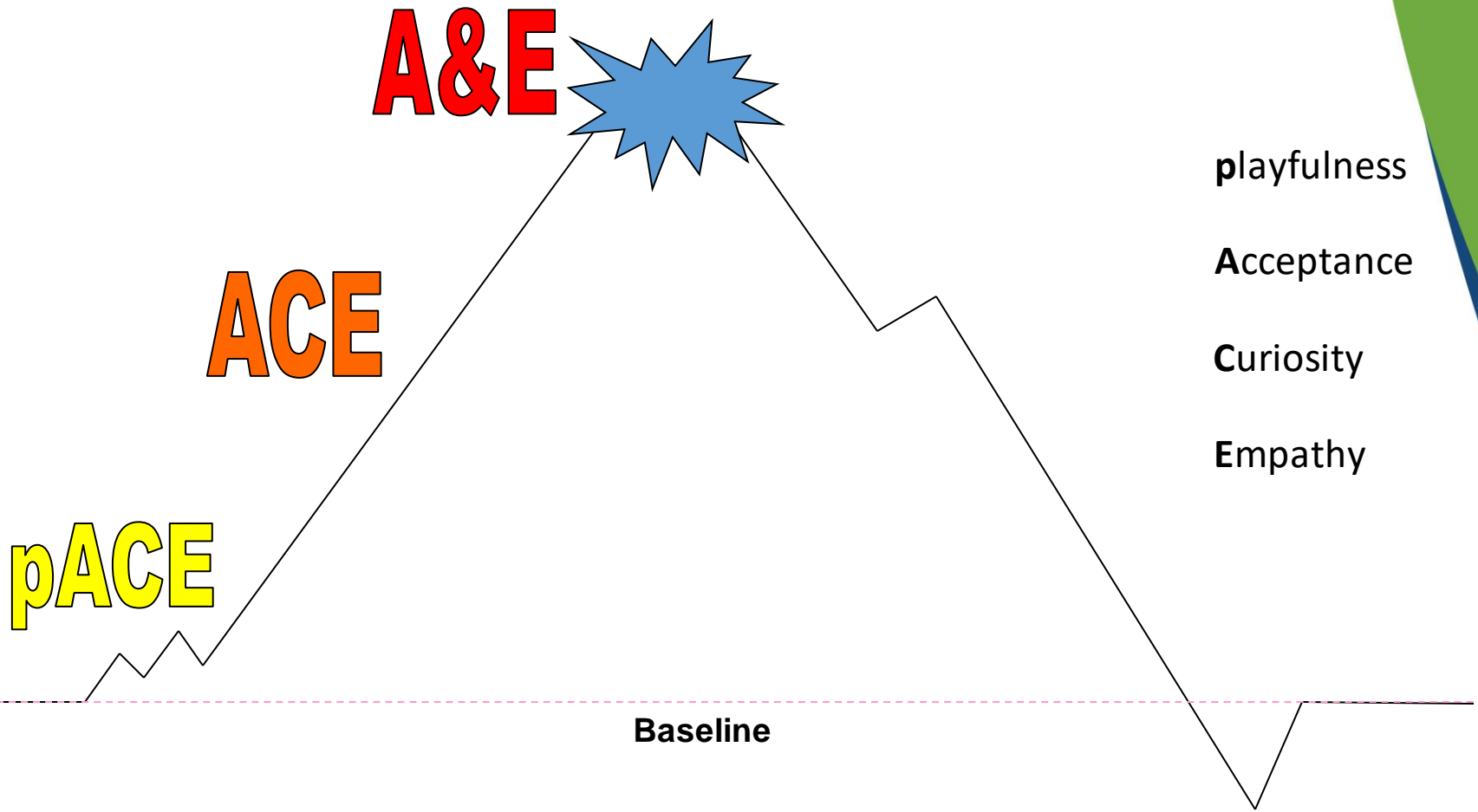
Author:

Dan Hughes

<http://www.danielhughes.org/p.a.c.e.>



Behaviour Volcano with pACE



- playfulness
- Acceptance
- Curiosity
- Empathy



Thank you for listening



Any questions?