

# **GENERAL GUIDELINES FOR COPING WITH CHALLENGING BEHAVIORS**

- 1) Build a positive, trusting relationship. You are familiar, you are safe.
- 2) Use effective verbal and nonverbal communication techniques.
- 3) Encourage independence in the person. Try to help the resident build a sense of control and competence over his/her life.
- 4) Avoid arguing, yes/no battles, rational or logical explanations, and debates.
- 5) Tell “therapeutic fibs” or “bent facts” to save the resident grief and reduce problem behaviors (i.e., validation therapy). Validate their hallucinations or delusions.
- 6) Redirect or divert the resident’s attention to a positive topic, activity, or object.
- 7) When a behavior requires intervention, act quickly with positive techniques and activities.