



**WHEN THEY SAY NO!
EFFECTIVE STRATEGIES FOR
MANAGING CHALLENGING BEHAVIORS**

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**EFFECTIVE STRATEGIES FOR MANAGING
CHALLENGING BEHAVIORS**

- Students will often show some kind change in their behavior.
 - It will be easier to identify anxious behaviors in those students you know well because a change from that person's typical behavior will be more apparent to you.
- When students are showing signs of anxiety, the approach should be a supportive one.
 - Positive language and by approaching the student with an empathic, nonjudgmental attitude.
 - Personal space.
 - Body language
 - Communication



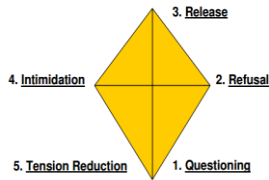
**EFFECTIVE STRATEGIES FOR MANAGING
CHALLENGING BEHAVIORS**

- As behavior escalates, students will often become defensive in their responses to the demands placed on them.
 - Lose rationality and control
 - Become belligerent or challenge authority
- When students display these types of behaviors, the best practice is to set limits and expectations while avoiding a verbal power struggle.



EFFECTIVE STRATEGIES FOR MANAGING CHALLENGING BEHAVIORS

The Verbal Escalation Continuum



Source: CPI: Nonviolent Crisis Intervention Training®
Crisis Prevention Institute, Inc.



EFFECTIVE STRATEGIES FOR MANAGING CHALLENGING BEHAVIORS

The CPI COPING Model SM

	STUDENTS	STAFF
CONTROL ORIENT PATTERNS INVESTIGATE NEGOTIATE GIVE	- Check emotional & physical control prior to discussion	- Check emotional & physical control prior to discussion
	- Listen to the student's side of the story.	- Get the basic facts from staff and document (incident report)
	- Look at patterns/triggers of past behavior	- Look at patterns of staff response to crisis situations
	- Examine alternatives for future behaviors/problems - Review options and available resources	- Look at ways to the strengthen the staff/team's response to crisis situations - Examine the strong positive points. - Review what should if there is a next time, options and available resources
	- Negotiate a contract for future behaviors/problems - Discuss appropriate expectations/consequences - Formalize with written agreement	- Negotiate for a change in staff/team response - Put together an established plan or agreement that promotes increased positive interventions for next time to build consistency
- Give responsibility back to the student - Give encouragement to the student to build competency and respect	- Give support, encouragement, and praise to staff members - Express trust and confidence in staff/team members and the use of positive behavioral supports across ALL settings.	

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EFFECTIVE STRATEGIES FOR MANAGING CHALLENGING BEHAVIORS

Do

- Stay calm
- Be supportive
- Monitor paraverbal
- Give choices/consequences
- Avoid power struggle
- Redirect
- Listen
- Be aware of kinesics/proxemics

Don't

- Overreact
- Threaten
- Be judgmental
- Use sarcasm
- Invade personal space
- Make false promises
- Give too many choices
- Take it personal (Rational Detachment)



EFFECTIVE STRATEGIES FOR MANAGING CHALLENGING BEHAVIORS

- Remember that students come to school with many issues out of our control that significantly impact their time with us.
- Understand how they may impact the student in the school setting as well as how they may impact the interventions in place to support the student.
 - Loss of power
 - Displaced anger
 - Fear
 - Failure
 - Physiological factors (lack of sleep, hunger)
 - Psychological factors (mental illness, medication)





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