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Core Skills for Recognizing and Responding to Responsive Behaviours

Identify Responsive Behaviours

- Identify potential responsive behaviours (behaviours that are not caused by neuropathological symptoms)
- Know common triggers for responsive behaviours
- Identify potential unmet needs or environmental stresses the client may be experiencing
- Recognize that responsive behaviours are behaviours in response to the environment, and not characteristics of the client (refrain from identifying the client as aggressive, etc., and reframe client description as 'behaviours of a client in distress')
- Provide education resources and support for families

Engage in Reflective Practice

- Identify when to use reflective practice (after uncertain and difficult interactions with clients)
- Take a moment to reflect
- Demonstrate awareness of caregiver actions, thoughts, attitudes and reactions towards client
- Recognize role of caregiver emotions and actions on client behaviour
- Reflect on caregiver actions to think through how things went and how to do it differently next time
- Use Who, What, Where, When, Why, How often/how long questions to identify clues and patterns in client behaviour
- Use behaviour tracking sheets to identify changes in client behaviour

- Use past knowledge and training to create possible solutions or strategies

- Use planned strategies in difficult moments and environments
- Reflect on effectiveness of new strategy/strategies (are responsive behaviours reduced with your new strategy?)
- Recognize that reflective practice is an ongoing practice for care providers

Communicate

- Apply planned strategies at the beginning of responsive behaviours
- Adapt and apply planned strategies in action during challenging moments
- Note successful responses and communicate effective strategies to family and care team
- Note improvements and declines in behaviour and communicate changes in behaviour to care team
- Recognize that responsive behaviour de-escalation is an ongoing practice for care providers