

# Understanding behaviour



- Has this happened before?
- What worked well last time?
- Is there a pattern emerging?
- What might have triggered this?

- How am I feeling?
- Am I the right person to respond?
- Do I need support?

I'm here to help you

- Is there an unmet need?
- What about previous trauma?
- What additional needs may they have?
- What are their preferred supports?



Ask yourself: What is this behaviour communicating?