

If all behaviour is communication...



... are we listening?



Ask yourself: What is this behaviour communicating?

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?

Dynamic risk assessment

Before responding, ask yourself:

- ? What is best for this individual at this time?
- ? What is likely to happen if I take action?
- ? How can I reduce risk for everyone?
- ? What's the risk of doing something vs not doing it?
- ? Am I the right person to respond?



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5 Strategies for Meaningful De-Escalation



Understand when to respond rather than react to behaviour

Practise effective de-escalation strategies until they become automatic

Be evaluative and consider what worked and what didn't work

Practise active listening and respond with empathy

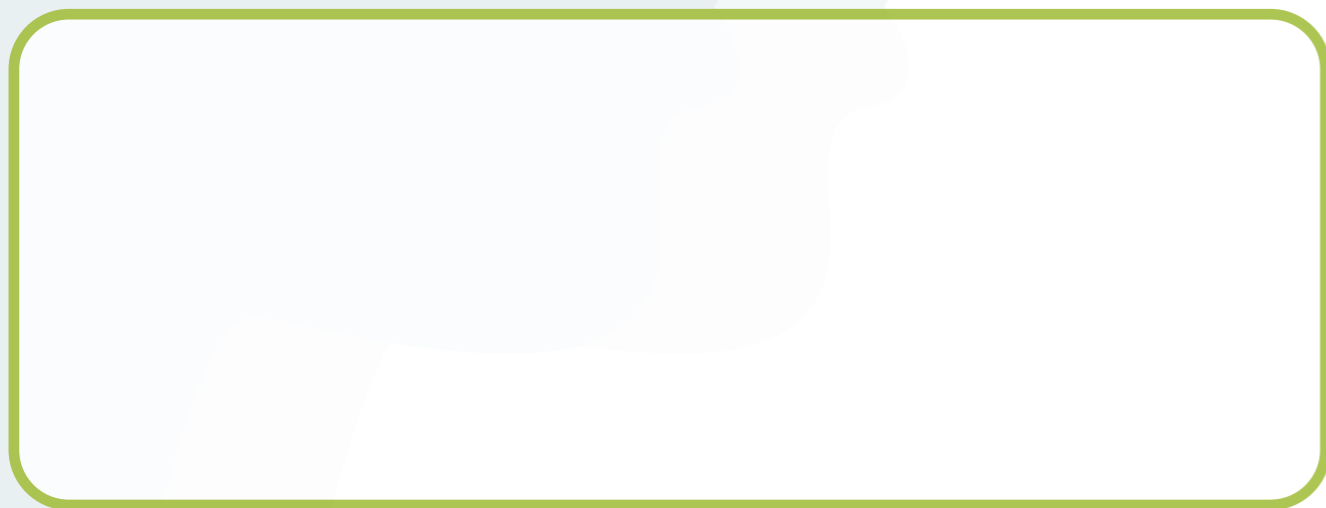
Employ a restorative approach to rebuild relationships

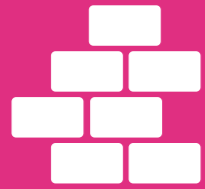




Need support with behaviour?

Ask our school Team Teach Trainer:





Brick wall thinking

- Boundaries and rules should be exactly the same for everyone
- There should be equality for everyone *despite* their unique needs
- As professionals we are telling you
- Zero tolerance reaction to behaviour

VS



Rubber band thinking

- Boundaries are a rubber band around us that we can flex and grow within as individuals
- There should be equity for everyone *because* of their unique needs
- As professionals, we are with you
- Person-centred support to respond to behaviour

The power of the pause

Why might I
be seeing this
behaviour?

What do I know
about this
individual?

How can I offer
the most effective
support?

REACT

PAUSE

RESPOND

A **pause** helps us to
respond rather than
react to behaviour



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Ways to build strong relationships



Patience

We need to be patient and show an individual we're there in their best interest, and it may take a long time for them to believe that to be true.

Body language

Our body language communicates so much of what we think and feel. We can reflect the care we have for an individual and show we want to be with them.

Conversations

Sometimes during a busy day, it's hard to stop and actively listen to those we support, but these small conversations can make all the difference.

Puzzle-solve

Experiences drive feelings. Our role is that of a detective, piecing together clues and information to gain a better understanding of an individual's perspective.

Be inclusive

The best support is done WITH someone rather than TO them. Involve an individual in support plans and decision making and make sure everything is accessible.

