

Positive Interaction

Positive staff interactions increase clients' appropriate behaviors and social skills.



Positive interactions should occur as frequent as possible!

- Positive= praise, encouragement, thumbs up, pat on back, smile
- Neutral= instruction, question, prompting, redirection
- Negative= scolding, referencing bad behavior in front of individual

Negative/neutral interactions are inevitable in providing a structured setting. Staff should be as skilled as possible at presenting them in a way that is minimally aversive.

- Always communicate respect and promote dignity.
- Always maintain a calm/neutral tone and affect.
- Move at a moderate pace to communicate calm.

Make sure you have at least **FIVE** positive interactions with the person for each **ONE** negative interaction.

De-escalation

Always remember to:

- Use a calm, neutral tone of voice
- Use neutral facial expressions
- Use neutral body language
- Praise for any compliance with requests or appropriate communication



Support: Ask them if there is something you can help them with. Prompt communication early. Early intervention helps prevent full escalation.

Prompt: Ask the individual to engage in a behavior they are likely to engage in.

Pause: If possible, ask the individual to move to a different area to keep others safe and remove any potential weapons. Monitor the situation without interacting with the person keeping yourself at a safe distance. Follow agency protocol.

You can always *validate* the person and let them know that their feelings make sense in the current context.