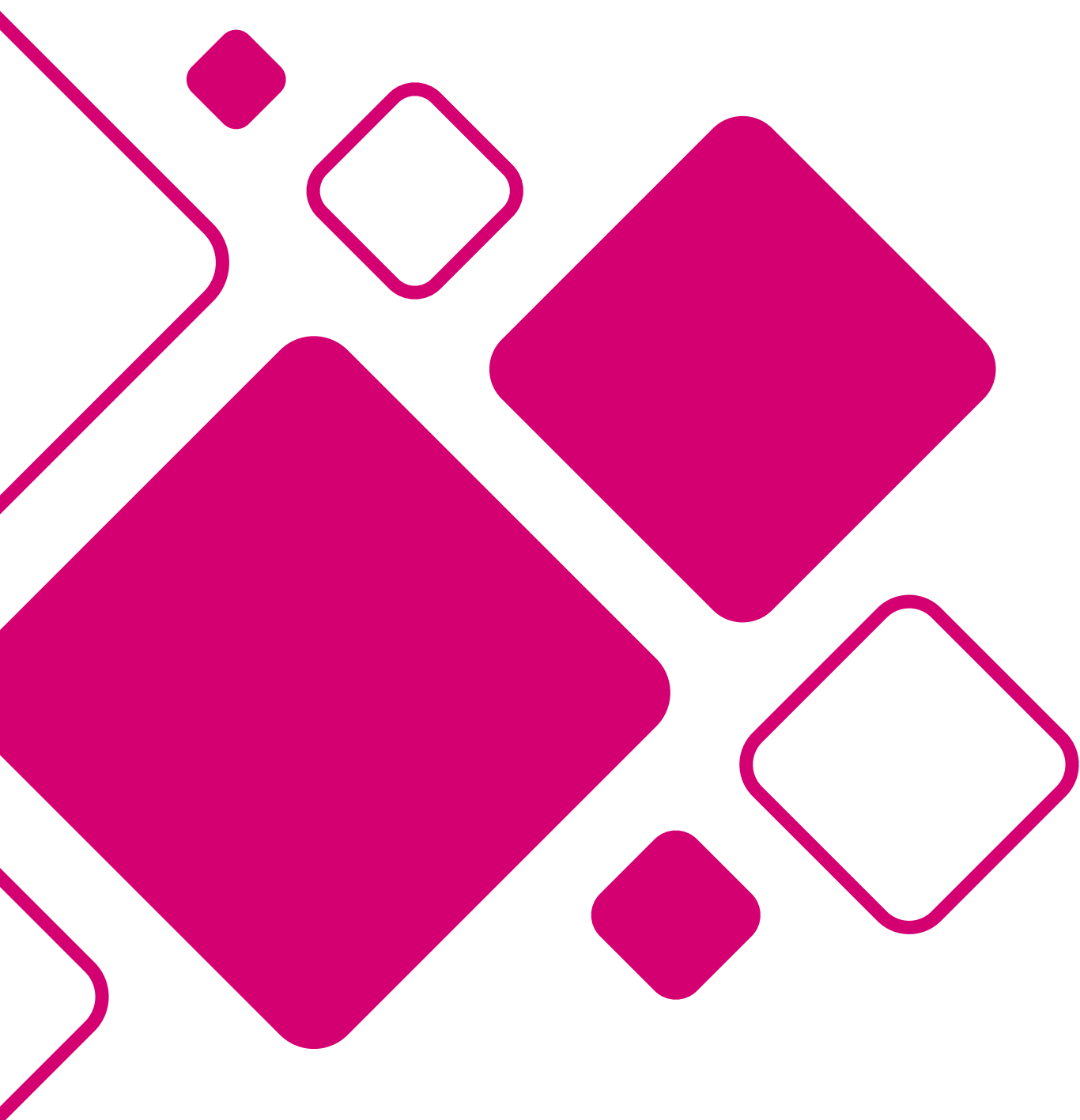


NursingDirect

POLICY NUMBER: **14**

POLICY TITLE: **DEALING WITH DIFFICULT BEHAVIOURS**

WHO MUST ABIDE BY THIS POLICY? **ALL TEMPORARY WORKERS**



DEALING WITH DIFFICULT BEHAVIOURS

THE PURPOSE OF THIS POLICY

To provide guidance to temporary workers in dealing with difficult behaviours.

GUIDE FOR TEMPORARY WORKERS

- Don't invade Service Users space. People like to have their own bit of territory, such as their own chair. Stay an arm's length away. Avoid corners yourself and cornering the person. Always knock on their door.
- Get to know the signs of rising tension. These could be rocking, stuttering, colouring of the face, pacing, hand-wringing.
- Keep neutral body postures. Keep your hands in sight, no clenched fists, no hands on hips, no pointing, no leaning over people, make eye contact but don't stare. You are trying to make your own non-verbal communication non-threatening. They say that 90% of communication is nonverbal. Smile!
- Let everybody win. If you can defuse a situation you have won. If the person that you are caring for has not lost face, has kept their pride, they have won too.
- Establish a warm environment. This can mean a lot of things, from literally turning a heater on, to sitting by it to talk things out, to being sensitive about colour schemes or the effect of uniforms/the clothes you wear.
- Self-awareness. If you are in a grotty mood don't pretend you are feeling great or that it doesn't matter. Just being aware of your mood can help you make adjustments to how you deal with any given situation.
- Physical contact. Don't wake someone abruptly or aggressively as this carries a high risk of an equal response. Don't touch the back of the neck or take a grip on the arm.
- Know how to call for help in an emergency.