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## Managing Difficult Behaviour

### Examples of difficult behaviour:

- Aggression
- Bored/apathetic/disinterested
- Strange/bizarre behaviour
- Non compliance
- Personal hygiene
- Disrespect
- Communication

**YOU NEED TO CLARIFY WHAT EXACTLY IT IS ABOUT THE BEHAVIOUR  
THAT YOU FIND DIFFICULT FOR YOU TO MANAGE**

### Underlying causes of bad behaviour:

- Don't want to be there
- Disability/health problems – brain injury, psych illness, diabetes
- Emotionally upset, sad, grieving
- Inappropriate social skills – different culture, low self awareness
- Low self-esteem
- Just having a bad day

### Prevention:

- Establish rules and boundaries
- Involve young person in decision making
- Establish a positive relationship
- Accept it is ok to express feelings
- Listen to and acknowledge young person's concerns and feelings



## YMCA OPEN DOOR

Supported Lodgings for homeless young people



- Be consistent
- Reward positive behaviour
- Be a role model

### **Responding to difficult behaviour**

- Keep yourself and others safe
- Don't add to the angst – stay calm, be discreet
- Communicate your concerns clearly
- Acknowledge the young person's feelings
- Refer back to boundaries etc. agreed earlier
- Don't issue ultimatums
- Provide opportunity for time out

### **Follow up after an incident**

- Record what has happened
- Contact Open Door staff
- Meet with young person (with staff if appropriate) to discuss behaviour

### **SWEEPING UNDER THE CARPET JUST CREATES A DUST PILE**

#### Self care issues:

- Recognise the effect an intervention has on you
- Allow yourself recovery time
- Access help through Coordinator/support structures