Managing Threatening Confrontations

Table of Contents

Introduction

Introduction, Stage/Support

MTC State/Support Chart Adaptive/Reinforce

- 1. Reinforcing the Adaptive Stage: Prevent Stress
- 2. Reinforcing the Adaptive Stage: Give Praise

Tension/Respond Emotional Distress/Diffuse Physical Distress/Protect Recovery/Talk Out

Behavioral Support Plan (BSP)

Betty's BSP

- 1. Introduction & Overview
- 2. Stage/Support Chart
- 3. Stress Triggers/Pro-active Support

CareGiver Support

Communication Staff Support Self-Support

Summary

Paul White Bio, Encore info

Resources