



Approach Training Bite 1

Case study: You have always had a good rapport with 'Dennis' but today when you walk in his room, he is heightened and looking very fidgety and restless.

How would you approach him?

Discuss

What works well?

What doesn't?

Some tips are:

- Lower your tone.
- Take a few deep breaths and visibly slow your breathing, people often unconsciously mimic this behaviour, and it can create a sense of calm sooner.
- Leave your arms by your sides, let them know through body language that you are not a threat.
- Acknowledge their feelings: I sense your feeling worried today? Be tentative-allow them the space to correct you.
- Invite them to sit down.

Tips for trainers:

Any contributions from participants are helpful, people learn from hearing good and not so good advice, accept all contributions.

Reflect any good piece of information back positively and highlight it.

You don't need all the answers, you do need them to start thinking about how they interact.



Approach Training Bite 2

Case study: Irene has been gradually getting crankier by the day, she is beginning to become very critical and it's getting harder to work with her. In fact some staff have said she is difficult and refuse to aid her.

What do you need to be mindful of? (Unconscious Bias)

How would you approach her?

What works?

What doesn't?

Some tips:

Acknowledge this change of behaviour, let Irene know you have noticed and that you care.

Be curious, what happening for Irene, what has changed?

Assume she has a reason for this change, could it be pain, could it be a loss of some kind, could she have trauma in her background and has recently been triggered? Is it an anniversary of a loss of some kind?

Irene needs compassion and time, give her some attention, lower your tone, be curious.

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