

Minds & Hearts

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Managing an Angry Episode

- 1 Stay calm.
- 2 Be assertive.
- 3 Feel confident.
- 4 Clear the decks – remove anyone who is not needed. Get people to safety.
- 5 One person to take control.
- 6 Don't touch.
- 7 Give a lot of personal space.
- 8 Say "Take a deep breath and close your eyes please".
or
give solitude – an area to him/herself.
- 9 Give the reason before the direction and don't say "No".
- 10 Give a clear direction of what to do.
- 11 Acknowledge the emotion and then say the direction.
eg, "I see you are feeling stressed. Now is time to calm down."
- 12 Keep the role of the adult – stay calm and don't justify – be firm and in control.
- 13 As soon as they start to calm down, encourage 'that was the smart and the right thing to do'.
- 14 If in doubt – write – don't talk (eg when severely autistic).
- 15 One adult to be in control.

- 16 Give person a timeframe – you will come back in 10 minutes.
- 17 Don't talk about consequences. Can give new information (ie what has to happen next) 30 minutes later (after he has calmed down).

When giving information, sit to side and look away from his face (ie mid-distance, to side, and down).
- 18 Find a calming activity for him to do, eg Lego.
- 19 Give the person an emergency/calming-down box – twiddly toys, puzzles, trucks, catalogues, radio to listen to, stress balls, spinning things.
- 20 Ask the person to sit down.
- 21 Body language is calm – not imposing.
- 22 Join with the client, eg, "I like cricket too".
- 23 Do not match mood – slow speech.
- 24 Speak to the person as if you are talking to a 2 year old, regardless of size – but not a patronizing tone.
- 25 Appeal to the Special Interest, even get them to write a list (eg list of cricketers).
- 26 Give a compliment.
- 27 Access a good memory.
- 28 Praise when you get compliance. "That was the smart thing to do. I think you made a good choice".
- 29 If in doubt – listen.
- 30 Use natural distractions.
- 31 Avoid arguments.