

Handout 7: Addressing Challenging Behaviors⁷

Instructions

Below are some strategies for addressing challenging behaviors. Use the extra space to record additional strategies discussed during the activity.

Melodramatic Mary

- Validate and support Mary's feelings.
- Ask Mary to present her ideas or suggestions.
- Bring attention back to the family's concerns.
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Blaming Bob

- Attempt to refocus on the task at hand through gentle interruption.
- Point out that the cause of a problem seldom leads to a solution.
- Ask Bob to focus on the future.
- Ask Bob to participate more politely.
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Minimizing Marsha

- Ask Marsha what she believes are the needs of the family.
- Gently ask Marsha what might happen if no change occurs in the family.
- Ask what Marsha wants most for the family.
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⁷Adapted with permission from E. Mary Grealish, *Virginia Wraparound Trainer Manual* (Community Partnership Group, 1994).

Handout 7: Addressing Challenging Behaviors (continued)

Silent Sandy

- Encourage Sandy's participation by asking what she thinks about the suggestions or solutions.
- Ask Sandy whether she has any specific family concerns she wants to share.
- Let Sandy know that you value and want her contributions.
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Negative Nick

- Gently interrupt Nick and ask other team members for their ideas.
- Thank Nick for his ideas, but ask him to give others a chance to participate.
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Talkative Ted

- Politely interrupt Ted, thank him for his suggestions, and ask him to give others a chance to speak.
- Give Ted a duty, such as taking notes on the team meeting .
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Mandate Mike

- Acknowledge the importance of knowing how the system is supposed to work.
- Point out to Mike your desire to work with him to make the system better.
- List ideas on a sheet of newsprint for making the system work for, instead of against, the family.
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