Response Timing

During Disruptive or Shutdown Behavior

ALWAYS

• Stay in the moment and the near future.
• Say as little as possible
• Use a calm relaxed, firm voice
• Act concerned but not emotionally involved.

NEVER

• Give IN
• Bribe
• Apologize
• Argue
• Try to Reason
• Make Threats
• Talk about the past or the remote future
• Tell him how desperate you are
• Talk about how he is inconveniencing others.
• Appear angry or shocked

SOMETIMES

• Reassure
• Redirect
• Remind*

• Of next activity
• Of planned preferred activity
• Of planned incentive, if not already lost. (e.g. at the escalation phase.)