

Long-Term Care Survey Alert

Behavioral Management: Don't Let Your Body Language Send The Wrong Message To An Aggressive Resident

These moves help you soothe, defuse an escalating situation.

If a resident begins acting out aggressively, how you comport yourself can affect the outcome. The **Crisis Prevention Institute** offers these key strategies for using nonverbal communication effectively in such scenarios:

- **Respect personal space.** Stand at least 1.5 to 3 feet from the acting-out person. Invading personal space tends to escalate an individual's anxiety and may lead to acting-out behavior.
- **Be aware of body position, gestures, facial expression and movements.** Standing toe-to-toe, eye-to-eye with someone sends a challenging message. Instead, stand a leg-length away and at an angle off to the side.
- **Don't overreact.** Remain calm, rational and professional. Your response directly affects the individual's behavior.

Source: Excerpted from "10 Tips For Crisis Prevention," a poster provided by CPI. See the related stories on pages 54 and 55.