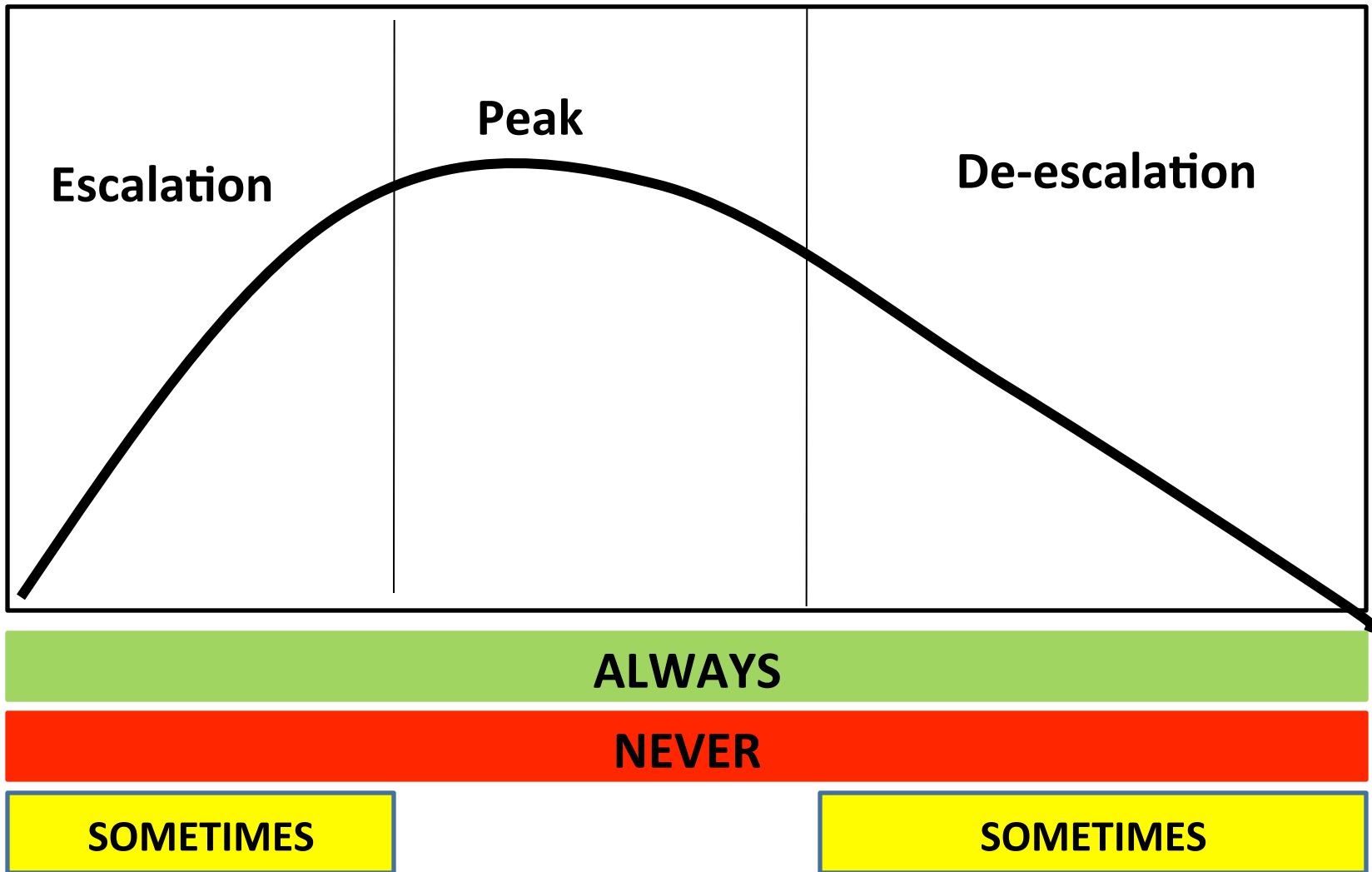


# Anatomy of a Tantrum



# **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.)