

Module 20 – Understanding Challenging Behaviors

Activity #1 – Directives Exercise

Have students divide into pairs. Students will take turns giving directives to each other. The student will refuse to do what the other student has asked. Have fun with it, encourage them to shout at each other, threaten to call their supervisor, etc. Do not forget about non-verbal communication such as sighs and rolling of the eyes. Practice effective communication and verbal de-escalation skills. Take turns.

- How do you feel about this exercise?
- What felt good/what worked?
- What felt bad/did not work?
- Use this as a time for class discussion.

Now have students discuss their own experiences dealing with difficult behaviors.

- How did they handle the situation?
- What was the outcome?
- Looking back, what would you do differently?

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Activity #2 – In what situation would YOU react with anger?

Have each student write down one situation where he/she would react with anger.

Now write down one thing that calms his/her anger and one thing that increases the anger.

Compare the anger triggers and calms/increases statements.

Are there commonalities? Differences?

Discuss as a class.