



## Changing our minds: Reframing challenging behavior

**Remain curious** - asking questions to identify the issue, generate shared understanding - increases ability to take others perspective

**Validation** - acknowledge real concern, recognition that their feelings are valid and worthwhile

**Observation** - verbalizing the unspoken, while avoiding criticisms or judgement

**Reflection** - confirmation that you understand the issue at hand

**Choice** - prioritizing others' needs for autonomy and control

**Transparency** - making clear expectations and indicating what's to come

**Consistency** - meeting our innate need for predictability helps us feel safe and in control

**Empathy** - building understanding through shared experiences

**Collaboration** - doing with, not doing to, acknowledging our need for agency and control

**Self-Care** - helping others to the best of our abilities asks us to identify and take care of our own needs



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