

# Challenging behaviour in healthcare



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## INTRODUCTION

In healthcare facility we usually encounter challenging behaviour from our clients and colleague. These might be a reason for having conflicts.

Conflicts is a state of opposition between people with opposing ideas, interests or principles. It exist in every organizations and to certain extent it shows good point of view from the members and indicates ideas and creativity. However, counter-productive conflict can cause the staff dissatisfaction and less productivity.

It is important for the management to recognize and understand the varying levels of conflicts and how these manifested in different ways. The employees will use different strategies to resolve the conflicts and how to handle the challenging behaviour.

## ASSERTIVENESS

These relates to behaviours intended to satisfy one's own concerns and to attain one's goals. It is a reaction to positive and negative emotions without aggression or resorting to passivity. It is in accordance with harmony.

When dealing with clients which shows challenging behavior, being assertive is helpful. It is essential to be direct about what you want and need to do, nevertheless consider the rights, wants and needs of the person. These will help to settle the conflict, you just need to be clear.

## ACTIVE LISTENING

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This is very significant in relationship or in a workplace. It is a main aspect to be effective as a person. We need to listen to the needs, concerns, and interests of others. We can show to them that we are really concern.

When dealing with our aged client listening and attention is very important as they are very sensitive. When they notice that you are not listening it might trigger them to be aggressive or grumpy.

## EMPATHY

To be attentive with the other person's feelings and " being able to put yourself in another person's shoes". To be empathic, a person should know beyond yourself and your own affair. When you look outside your own box, you will understand that there's so much to learn and be thankful with.

When you encounter a person who has moods, show them that you understand what they feel and ask them how you can help them.

## The Boundaries of their Role when Managing challenging Behaviour

Professional boundaries are there to protect us and our clients. We need to practice the appropriate and effective interaction with our clients. As a healthcare worker we are vulnerable to break the boundaries as professionals, because we are always with the patient or residents that makes our relationship close.

When they ask for something which is not included in our professional practice, we need to make them realize, that we are there for their health or cares and not for other purposes.

## Reporting and Documenting Challenging Behaviour

Documentations is very important in any workplace for records purposes and it gives substance to a workplace's activities. In healthcare setting documentation is very important to keep a record for the clients health and care given and the activities he had for a day.

We should include in the report when it happen, include the time and date. What is the behavior manifest, describe how the client behave. Where it happen, describe the place where the incident happen. Who are with the client, are there any person with the client and what are they doing during those time. Why he behave that way, we need to give details of the possible causes of the behavior. Lastly, how did you handle the situation, you need to document the interventions you give during the incident.

### The Strategies

Conflict will arise when we encounter some challenging behavior. We must know and understand why it happens. Once you identify the causes you can work from it. You need to be cautious and fair when managing conflicts. This is the opportunity to improve the situation and to strengthen the relationship between the parties.

1. Identify the cause – we should establish why the person had that behaviour. We need to assess the environment, physical and psychological factors. Once we ascertain the cause then we can sort it out for the person to settle.

For example: the person become agitated because of the loud music. You need to either lower the volume or turn-off the music

2. Behaviour – we need to closely monitor what are the signs of behavioral and psychological symptoms. For instance the person is restless, you need to divert his attention by doing some activities or go for a walk with the client.
3. Communication is also vital, you need to be clear and talk slowly for them to understand what you are saying. You wait for them to finish what they are saying before you talk back. Because they feel agitated when they keep on talking and you did not follow what they like.

## Conclusion

I therefore conclude that working in healthcare facility is more challenging most especially when dealing with aged care. We can meet different persons with diverse personalities and cultures. Aside from the behaviours they will show in each day.

Conflicts are being normal to any working facility, however it has a good and bad effect to the institution and the employees and clients. We need to handle it very careful and should give attention rather than ignoring it, to have a harmonious relationship in the facility. We need to stick to the values of the company to have common goal.

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