



# QC44 Group Facilitation: Your Journey Begins

## Responding to challenging behaviours

### Checklist of strategies and techniques for managing challenging behaviours

- Adopt an attitude of acceptance and understanding because developing a therapeutic alliance is almost always a higher priority than getting through content.
- Recognise that there will be some in the room who may feel some ambivalence about working toward and achieving positive change.
- Resist your impulse to teach, preach, and persuade the group to make 'better' decisions.
- In the beginning and throughout the session, ask open ended questions that are linked to potential positive goals.
- Look for positive goals that are underlying the person's emotional pain and discouragement—then help that person be the one who articulates those goals.
- Use simple reflection to reduce their need to exhibit resistance.
- Use concession: 'You're right. I can't make you talk with me', to affirm to the person that they are in control of what they say to you.
- Use amplified reflection to encourage the person to discuss the healthier side of their ambivalence. (An example of amplified reflection is when the group facilitator takes a member's statement and reflects it back with greater intensity. This means amplifying the emotional tone or the content of what is said.)
- Use emotional validation when people are angry or hostile.
- Use radical acceptance to complement the person for their openness, even though the openness may be aggressive or disturbing.  
  
An example of how to use radical acceptance: Imagine a group therapy session where members are dealing with grief. Radical acceptance would involve acknowledging the pain of loss without trying to push it away or deny it. Group members might share their experiences and support each other in accepting their feelings, which can help them move through their grief more effectively.
- Whenever possible, reframe the person's hostility and negativity more positively.
- Provide genuine feedback related to your concerns to the group.



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| <input type="checkbox"/> | <p>Use paradox carefully to respectfully come up alongside a person's resistance.</p> <p>An example of how to use a paradoxical intervention: A member is resistant to sharing their feelings because they fear judgement. The therapist might suggest the member share something trivial or humorous that they feel embarrassed about. This paradoxical approach can help the member see that their fears of judgement are often unfounded and that the group is a safe space for sharing.</p> |
| <input type="checkbox"/> | <p>When a person asks, 'Do you believe me?', use a response that will encourage more disclosure, such as, 'I'm not here to judge the truth, but here to listen and try to be of help.'</p>  |