A Positive Approach

- **Come from the FRONT** – let them know you are coming
- **STOP at 6 feet out** – get permission to enter personal space
- **Give ‘Hi’ sign & say “Hi!”** – get visual & listening connection
- **Offer HANDSHAKE** – let them know what you want – get permission to come in
- **Use their NAME** – the name that person PREFERENCES – make a personal connection!
- **Go SLOW** – reaction times slow as we age – it takes longer for info to get in
- **Get to the SIDE** – be supportive NOT confrontational
- **Get LOW** – don’t use your height to intimidate – kneel or sit
- **BE friendly** – say something nice – greet & compliment – intro yourself by name
- **THEN wait........**

- **Start Message**
  - **Give basic information**
    - “It’s time to...”
  - **Give simple choices**
    - this or that (orange juice or milk) (eat or go to the bathroom first)
  - **Give single step directions**
    - break down the task (to go to eat.... lean forward..., pull your feet in...
  - **Ask the person to HELP you**
    - it feels better to give than to receive!
  - **Ask the person if they will at least TRY??????**
    - sometimes you’ll try even if you don’t think you can!
  - **DON’T Ask “Are you ready?...??? “or “Do you WANT to...?”**
  - **DON’T have verbal diarrhea**

- **WAIT for a response (silently count to 10)**
  - **IF No response ... ask again**

  **IF Responding ....**
  - **Give positive visual, verbal, & tactile ‘STROKES’ - Feedback**
    - “Good job!”
    - “Yes!”
    - “That’s it"
    - smile, nod
    - hug
    - stroke or rub

REMEmber – **You HAVE THE POWER!**

*Keep it Calm... Keep it Adult...Keep it Positive...Keep it Simple!*

**AVOID Flight, Fright, or Fight!**