

- CPI CERTIFIED INSTRUCTOR
- 1. **DEVELOP PURPOSEFUL ACTIVITIES**. Negative behaviors are often a result of boredom or frustration.
- 2. SPEAK FACE TO FACE, no more than three feet away from the person. Being on her left side helps activate her social right brain.
- GAIN THE PERSON'S ATTENTION.
 Use few and common words. Wait for responses, because processing is slowed.
- 4. MAKE CONSPICUOUS WHATYOU WANT HIM TO NOTICE; camouflage what you wish to have him avoid.
- 5. KEEP ITEMS IN PLAIN VIEW FOR POSITIVE RESPONSES TO A TASK.

 Procedural memory lasts the longest.

- 6. DO NOTARGUE; you will lose.
- 7. VALIDATE THE EMOTION YOU HEAR. ("You sound afraid.")
- 8. **DO NOT DISAGREE WITH HER SENSE OF REALITY;** it is her only reality now. Enter her reality.
- ORIENT. ("Bruce, it's Monday morning; time for breakfast.")
- 10. **SIMPLIFY EVERYTHING.**Make it possible for her to DO things in small steps.
- 11. FIND THE TRIGGER TO THE BEHAVIORS YOU WISH TO DECREASE. Negative behaviors are often due to fear and/or confusion.
- 12. OFFER CHOICES (no more than two); it empowers.

