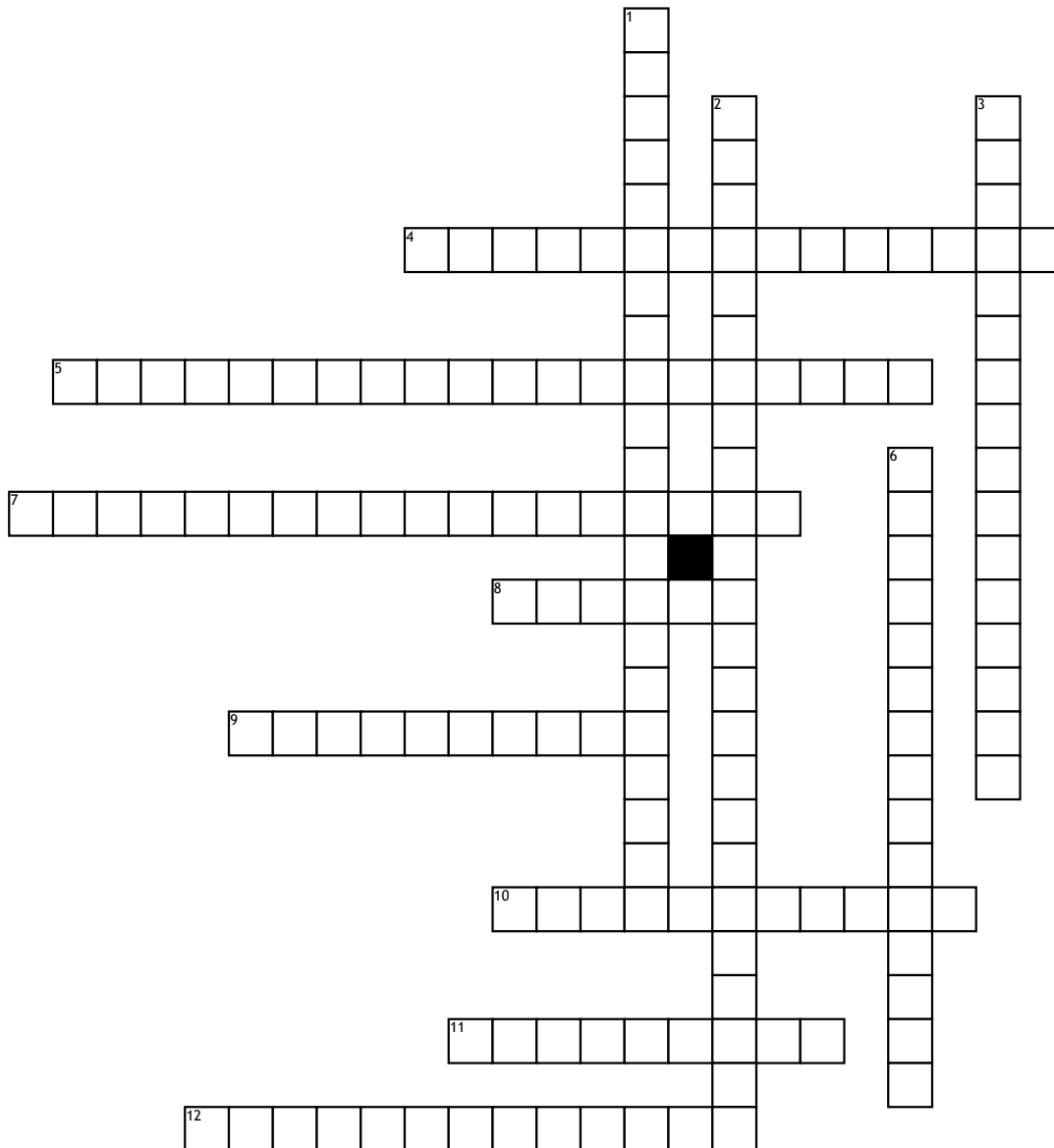


# Calming Techniques



## Across

4. To come to a mutually satisfying agreement/ compromise.

5. Refocusing issues and questions to residents and issues at base. Removal of power and control as an issue between youth and staff

7. Short prompts demonstrating staff interest in resident's thoughts and feelings.

8. A verbal or non-verbal intervention to help youth see a lighter side.

9. Repetitions or restatements of resident's message. Statement of feelings expressed by resident's verbal and non-verbal messages.

10. To create an alternate stimulus so as to re-focus the client. (i.e. Humour, an external stimulus to provide an out which allows a client to "save face").

11. Removal of resident from negative situation, conflict

12. Specifically phrased questions intended to elicit a detailed response

## Down

1. Provision of a reinforcing stimulus following a desirable behaviour.

2. Concise, clear outline of what is expected of the resident  
3. Listing options that resident may choose from, and predicting outcomes for each choice.

6. Purposefully ignoring negative behaviours/responses