



Loddon Mallee Regional Dementia Management Strategy

ABC of Behaviour Management

The ABC approach is a way of characterising events and resultant behaviours. A behaviour in response to an activating event generates a consequence. If the consequence is inappropriately managed, the situation may escalate and in turn become another activating event.

Click the following for more information on each step in ABC of behaviour management:

- [Activating event](#)
- [Behaviour](#)
- [Consequence](#)

Scenario

Joe is 75 and suffers from behavioural and psychological symptoms of dementia. His aimless wandering is perceived as intrusiveness. When confronted he becomes aggressive.

A = Activating Event

Joe wanders into co-resident's room. Co-resident orders Joe out.

D = Decide & Debrief

Joe's aggression de-escalates and staff and others undergo debriefing.

B = Behaviour

Joe responds with verbal aggression.

C = Consequence

Staff assess the situation and talk to Joe in a warm and friendly manner that is respectful and maintains dignity. Staff use communication techniques aimed at diffusing the aggressive situation.

By not confronting Joe in his anger and by using appropriate communication techniques, the (C) moves to (D) rather than (A), allowing staff to distract him with an activity rather than an (A) activating event. The circle is broken.

References & recommended reading

Behaviour Advisory Service (Aged Care) (2001) *Behaviour Assessment Guide*. Alzheimer's Association South Australia.

Teri, L. (1999) 'Latest advances in the assessment and management of behavioural symptoms: an international perspective'. Paper presented to a Symposium reporting the latest evidence-based practices in the care of behavioural symptoms of dementia, Melbourne.

Teri, L. (1999) 'State of the art strategies in approaching behavioural disturbance and depression in dementia'. Paper presented to a Symposium reporting the latest evidence-based practices in the care of behavioural symptoms of dementia, Melbourne.

The following links contain more detailed information on how the ABC of behaviour management can be used to deal with behaviours typical of people with dementia (generic examples of how ABC may be used can be found below this list):

- [Management strategies](#)
- [Ten top tips for dealing with people who have dementia](#)
- [Communication tips](#)

When reviewing the ABC with the resident, their family and the care team the following questions should be posed:

- What is the actual problem & whose problem is it?
- What are the contributing factors?
- How can we better manage this? Brainstorm ideas to come up with an effective management plan
- Where to from here? Does the resident require referral to a specialist service?