

MODULE 4: RESPECTFUL COMMUNICATION





LESSON 6: COMMUNICATION DYNAMICS

Communication with individuals with mental health disorder is challenging. Because individuals with mental health disorder are preoccupied with other issues(real or imagined), Withdrawn or depressed to the point that talking is difficult, Experiencing hallucination or delusions, and Having trouble concentrating.

- Even though communication is challenging, caregivers need to make sure to always tell the person in a non-emotional, non-judgmental way that the behavior is inappropriate.





-
- Effective communication with individual with mental disorder requires your basic skills
Concisely presenting information,
 - Actively listening to the other person,
 - Consistently matching your non-verbal expressions with meaning of what you are saying, and
 - Doing your best to ensure your messages are understood and accepted.

LISTENING



-
- Listening requires more than hearing words. It requires
 - a desire to understand another human being, an attitude of respect, a willingness to stay open to seeing things from another's point of view.

- Caregivers have to be willing to hear to what a client with mental disorder has to say. All clients want to be heard.
-

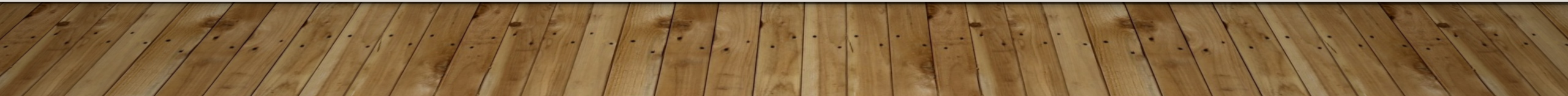
- Make time to listen to the person
- , encourage the person to explain what he or she is thinking and feeling,
- use phrases such as “Tell me more”, “what happened then?”, “when did the problem start?”, “How can I help you?”,
- listen without interrupting, allow the person to talk without showing shock, surprise, or expressing judgment,
- reflect meaning (put what you think you heard in your own words and repeat it back),
- pay attention to the person voice.



EMPATHY AND COMPASSION



- empathy is our feeling of awareness toward other people's emotions and an attempt to understand how they feel. it is putting yourself in someone else's position and feeling what they are feeling.
- compassion is an emotional response to empathy, and to recognize the suffering of others and then take action to help.
- To practice empathy and compassion, make the effort to put your own cares and worries away for a while when taking care of individual with mental health disorders. Actively pay attention to what the other person say.





NON VERBAL COMMUNICATION

Watch for your non verbal communication. Like

Posture (maintain an open and relaxed posture),

Gestures (avoid exaggerated movements),

Facial expression (need to match to the meaning that you are saying), and

Personal space (communicate at eye level)

VERBAL COMMUNICATION

Be specific,
one thought at a time,
do not rush,
share your feeling in a non judgmental way (
Use I statements-shows you are taking
responsibility),

express positive feeling,
maintain your normal tone and pitch,
do not discuss any thing when you are angry,
ask what you can do to help?

If you do not Understand, ask the resident to
repeat.

TIPS OF COMMUNICATION



- Anxiety disorder
- Anxiety often accompanied by irrational thinking, such as fears that are not based in reality.
 - Remain non judgmental, allow the person to talk, avoid giving advice or directing the conversation,, use active listening skills, help the person redirect the attention away from anxious thought as much as possible.

-
- Depression
 - A person with depression may have overall feeling of negativity and may respond to you in that way. Do not take it personally or feel discouraged..
 - Do not take any negative behavior personally, or do not discourage if the client feels withdrawn, ask the client to share you what the client is feeling, actively listen and use calm and reassuring tone, tell the client you are not alone and I am here to support you.





- Bipolar

- Reduce stimulation. Set limits and have structure, deal with immediate issues, use direct and consistent language, let the person know when the client problem becomes problematic, watch for verbal and non verbal signs of anger, and take steps to ensure safety.

- Schizophrenia

- Find out the nature of the hallucination and delusion in case there are safety issues , change the subject to a topic that is based on reality, and keep the conversation on reality based, do not argue with the client if the client has paranoid ideas or delusional content,



SEEKING CLARIFICATION



- Clarification: the action of making a statements or situation less confusing and more clear. It involves asking questions or occasionally summarizing what the individual has said.
- If you do not understand what the client is saying, you can ask clarification. Doing this shows that you are interested in the conversation.
- Some example of clarification seeking questions; all questions must be non-judgmental
 - I am not quite sure I understand what you are saying, I do not feel clear about the main issue here, When you said ... what did you man? Can you repeat?



TRIGGERING AND PREVENTING CHALLENGING BEHAVIORS

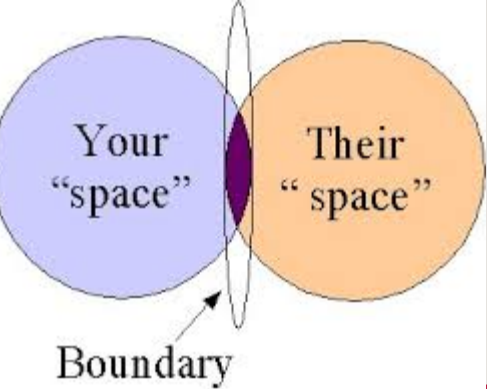
- When communicating, we need to be aware of the meaning of our words. It can have an impact on others. Negative trigger words may push the client into reactions through challenging behavior.
- Knowing the individual and their triggers is important and documents these triggers for others is very important.
- Some words triggers include: words that may create defensiveness in other people like always, never, constantly; words that order other around like should, must need; words that trigger negative responses like can't, won't, don't; words that communicate doubt, uncertainty and lack of communication like try, maybe, Perhaps

-
- Sometimes a caregiver may use words that can trigger anxiety, stress or behavior of the client with mental health disorder. If the client asks the caregiver to stop the words, caregivers should immediately stop.

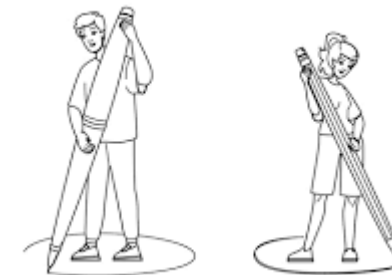


COMMUNICATING WITH OTHERS

- Good communication is important when we are communication with others involved in the care of the individual (family members, doctors, counselor, therapists, other caregivers and staff.)
 - Keep communication with professional focused on what the individual is doing or not doing
 - Make sure to emphasize both positive and negatives changes in mental status, mood, and behavior
 - Describe when the behavior started and when it is most and least likely to occur
 - Communicate the desired outcome(what you want the individual to start or stop doing clearly
 - Be aware of and respect confidentiality



LESSON 7: BOUNDARIES



- Boundary: a space between you and the other person.
- Creating boundaries with our words and actions are very important.
- Boundaries help you to be clear on what you will allow and not allow in your interaction with others.
- Boundaries exist in personal relationship as well as professional relationships.

PROFESSIONAL BOUNDARIES



- Professional boundaries creates a healthy relationship, promote good care and protect both you and the individual with whom you are interreacting.
- Boundary crossing may shift to inappropriate or harmful to the individual.
- Boundary violations are an act that goes against a law, rule or code of conduct.
- Boundary violations are unethical and unprofessional. It exploit the relationship between the caregiver and the individual. It can cause psychological harm to the individual and compromise their ongoing care.

-
- Sexual misconduct covers a range of inappropriate behaviors including
 - sexualized behaviors such as words or actions that might be interpreted as being designed or intended to arouse or gratify sexual desire,
 - sexual exploitation or abuse, which includes sexual harassment, or entering a consensual sexual relationship,
 - sexual assault that ranges from physical touching or examination without consent to rape.

RISKS OF BOUNDARY VIOLATION

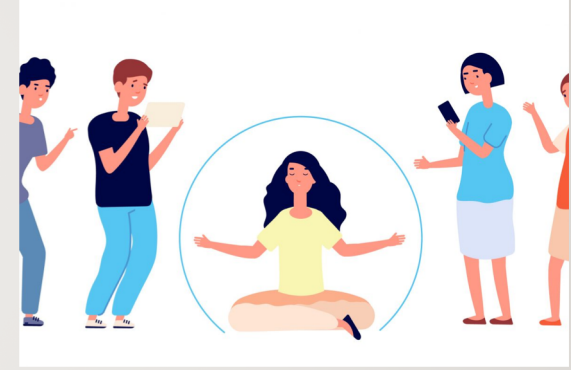
- People who have been sexually abused previously may be vulnerable to boundary violation.
- Individuals with borderline disorder
- Caregiver who are personally or professionally isolated, under stress or unwell are more vulnerable to boundary violations

QUESTIONS

- Am I doing part of my job duties?
- Am I doing solely in the interest of the individual I am caring for?
- Am I doing exploiting the individual for my benefit?
- Am I secretive?
- Would I be happy to share my interactions with my spouse, partner or colleagues?
- Am I revealing too much about myself or my family?
- Am I causing me stress, worry or guilt?
- Has someone already commented on my behavior or suggested I Stop?

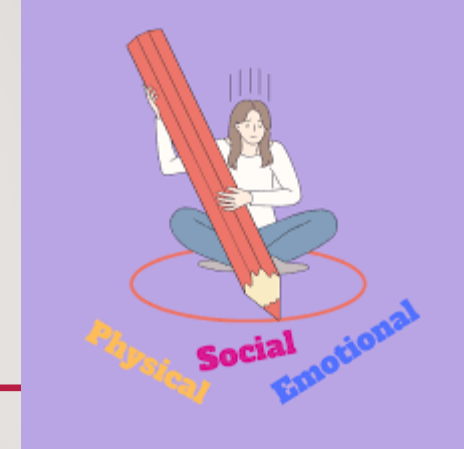


SETTING BOUNDARIES



- Decide to set boundaries: Boundaries are an extension of love and respect for yourself and others.
- Define the boundary: Physical, emotional
- Establish the boundary: Share your boundary with the people in your life.
- Maintain the boundary: you are helping others and yourself by respecting the limit.
- Be direct:
- Take care of yourself: put yourself first by recognizing and honoring your feeling.

EMOTIONAL BOUNDARIES

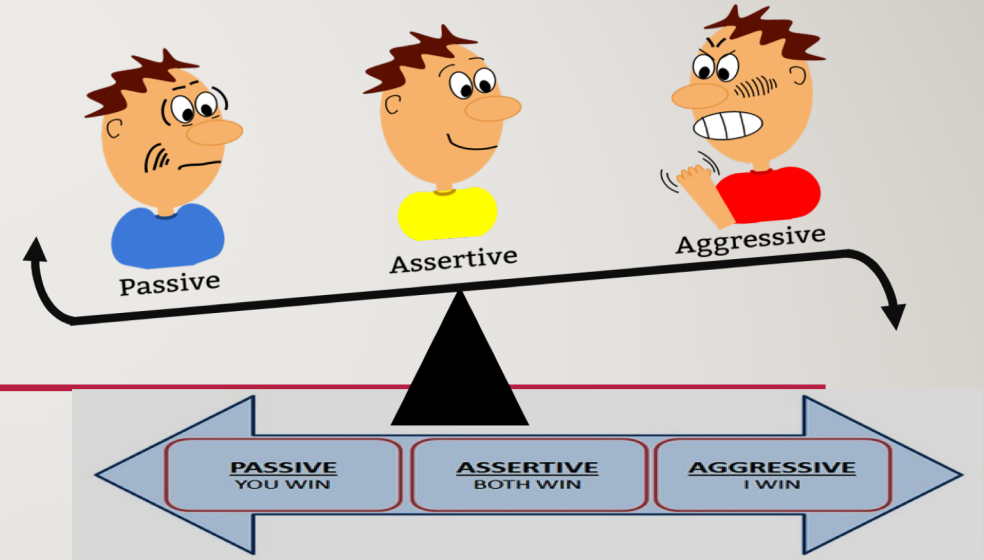


- You have the right to be treated with respect
- You will not be manipulated or forced to do things you do not want to do
- You will not allow others to yell at you, make you feel bad about who you are or what you are doing, or call your names
- you do not blame others for things that are your responsibility and you do not allow others to blame you for things that are not your responsibility.
- You communicate your own needs assertively and work towards cooperation if possible
- Being able to monitor how much you share about yourself so that you respect yourself
- Being able to say “no” at times when you need to be assertive and true to yourself.

PHYSICAL BOUNDARIES

- When someone intrudes on our physical space, we feel it internally, it feels awkward and unnatural.
- Different cultures are known to have different understanding of personal space distance and boundaries.
- It is a violation of physical boundaries to go through another person's belonging without their permission. You need to approach the person and speak to them.

ASSERTIVENESS



- There are three different ways to relate to one another
- 1) Aggressive (dominance):
 - A person impose their will onto another perron and force them to submit.
- 2) Passive
 - when a person submits to another person's dominance, putting their own wishes and desires aside to fulfil the wishes and desires of the dominate individual.
- (3) Assertive: finding a middle way between aggressive and positivity. Assertive people defend themselves when someone else attempts to dominate them. Strong people who are capable of aggressive domination attempts, they never act in aggressive manner. E.g. finding a way to demand your rights be respected, while also being polite and civil about it so as not to become aggressive yourself.

REFERENCES

- <https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.marketing91.com%2Fwp-content%2Fuploads%2F2010%2F07%2FBoundary-spanning.jpg&tbnid=5CSMhMQ5pZEICM&vet=10C0cBEDMozQFqFwoTCMi6mNPU4IEDFQAAAAAdAAAAABAD..i&imgrefurl=https%3A%2F%2Fwww.marketing91.com%2Fboundary-spanning%2F&docid=k3Y33RCIkTgkGM&w=346&h=285&q=boundary%20in%20communication&ved=0C0cBEDMozQFqFwoTCMi6mNPU4IEDFQAAAAAdAAAAABAD>
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.edistaffing.com%2Fwp-content%2Fuploads%2F2022%2F06%2Fshutterstock_2117308652-scaled.jpg&tbnid=PVOlw-pt9USGuM&vet=12ahUKEwiY8vbVleCBaxVUJH0KHeTqC5IQMygMegUIARCFAQ..i&imgrefurl=https%3A%2F%2Fwww.edistaffing.com%2Fblog%2F2022%2F06%2F10%2F5-boundaries-to-keep-in-mind-at-work%2F&docid=VrXzG2vDSwmEZM&w=2560&h=1708&q=professional%20boundary&ved=2ahUKEwiY8vbVleCBaxVUJH0KHeTqC5IQMygMegUIARCFAQ
- https://www.google.com/url?sa=i&url=https%3A%2F%2Fgoodtherapysf.com%2F2019-6-17-worried-about-setting-boundaries%2F&psig=AOvVaw3REYur5-Ne_BdMnKr3esyy&ust=1696656894861000&source=images&cd=vfe&opi=89978449&ved=0CBAQjRxqFwoTCPihgM3Z4IEDFQAAAAAdAAAAABAJ
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fimages.inc.com%2Fuploaded_files%2Fimage%2F1920x1080%2Fgetty_1126856471_410708.jpg&tbnid=-TRbWXZ5j79aqM&vet=12ahUKEwjDqZ2A2uCBaxVJADQIHbN0AaUQMylegUIARCFAQ..i&imgrefurl=https%3A%2F%2Fwww.inc.com%2Fgene-hammett%2Fif-you-struggle-with-setting-boundaries-heres-what-you-should-do.html&docid=Er6s8MfDw7C7PM&w=1920&h=1080&q=setting%20boundaries&hl=en-GB&ved=2ahUKEwjDqZ2A2uCBaxVJADQIHbN0AaUQMylegUIARCFAQ
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fshadee.care%2Fwp-content%2Fuploads%2F2022%2F12%2FBoundaries-pix.png&tbnid=3uNhaGRw_7UITM&vet=12ahUKEwjp5Ly82uCBaxUMBTQIHStIA-wQMMyhMegUIARCXAg..i&imgrefurl=https%3A%2F%2Fshadee.care%2Fboundaries%2F&docid=1s2fOpq9ihNYWM&w=600&h=600&q=emotional%20boundaries&hl=en-GB&ved=2ahUKEwjp5Ly82uCBaxUMBTQIHStIA-wQMMyhMegUIARCXAg
- <https://www.google.com/url?sa=i&url=https%3A%2F%2Fcaps.byu.edu%2Fassertiveness&psig=AOvVaw2zZWcYH0bEgnCylksU7Q09&ust=1696657420056000&source=images&cd=vfe&opi=89978449&ved=0CBAQjRxqFwoTCPiLscfb4IEDFQAAAAAdAAAAABAE>
- <https://www.google.com/url?sa=i&url=https%3A%2F%2Fperitumagri.com%2Fstride%2Fmod%2Fpage%2Fview.php%3Fid%3D291&psig=AOvVaw2zZWcYH0bEgnCylksU7Q09&ust=1696657420056000&source=images&cd=vfe&opi=89978449&ved=0CBAQjRxqFwoTCPiLscfb4IEDFQAAAAAdAAAAABAJ>

REFERENCES

- https://www.google.com/imgres?imgurl=https%3A%2F%2Fblog.indepthresearch.org%2Fwp-content%2Fuploads%2F2023%2F04%2FComms.jpg&tbnid=DZ_XPNw8ZzIM&vet=12ahUKEwjBIZTlx-CBAxVpMDQIHZBRBScQMygPegUIARCSAQ..i&imgrefurl=https%3A%2F%2Fblog.indepthresearch.org%2F5-essential-communication-skills-for-professional-success%2F&docid=cE4x-lbmKX_vLM&w=680&h=400&q=communication%20skills&ved=2ahUKEwjBIZTlx-CBAxVpMDQIHZBRBScQMygPegUIARCSAQ
- [https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.investopedia.com%2Fthumb%2F7Ue9r_YtaNSO_yPQJ3hYGaj7KxI%3D%2FI500x0%2Ffilters%3Aano_upscale\(\)%3Amax_bytes\(150000\)%3Astrip_icc\(\)%2Finvestopedia-terms-interpersonal-skills-5bfa6bab34724f1797f3f540c7acb6fa.jpg&tbnid=rjbkw1Ke80PoiM&vet=12ahUKEwjYnOyOCBAxXIGDQIHXR2AIsQMygsegUIARDSAQ..i&imgrefurl=https%3A%2F%2Fwww.investopedia.com%2Fterms%2Fi%2Finterpersonal-skills.asp&docid=FFJOqATNbpoxrM&w=1500&h=1000&q=communication%20skills&ved=2ahUKEwjYnOyOCBAxXIGDQIHXR2AIsQMygsegUIARDSAQ](https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.investopedia.com%2Fthumb%2F7Ue9r_YtaNSO_yPQJ3hYGaj7KxI%3D%2FI500x0%2Ffilters%3Aano_upscale()%3Amax_bytes(150000)%3Astrip_icc()%2Finvestopedia-terms-interpersonal-skills-5bfa6bab34724f1797f3f540c7acb6fa.jpg&tbnid=rjbkw1Ke80PoiM&vet=12ahUKEwjYnOyOCBAxXIGDQIHXR2AIsQMygsegUIARDSAQ..i&imgrefurl=https%3A%2F%2Fwww.investopedia.com%2Fterms%2Fi%2Finterpersonal-skills.asp&docid=FFJOqATNbpoxrM&w=1500&h=1000&q=communication%20skills&ved=2ahUKEwjYnOyOCBAxXIGDQIHXR2AIsQMygsegUIARDSAQ)
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fmiro.medium.com%2Fv2%2Fresize%3Afit%3A1000%2FI*mkN1-dRRph6HBTUvKIMzEw.jpeg&tbnid=o7Aq5JGDvVCkhM&vet=12ahUKEwjCwtzfyeCBAxVIJTQIHfM3AeQQMygEegQIARB9..i&imgrefurl=https%3A%2F%2Fmedium.com%2F%40antoniomartina%2Factive-listening-what-is-it-and-how-to-improve-it-ba532cad781b&docid=IN2-PK7wKU0YXM&w=1000&h=533&q=active%20listening&ved=2ahUKEwjCwtzfyeCBAxVIJTQIHfM3AeQQMygEegQIARB9
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fimages.ctfassets.net%2F0gqf8nju6pz6%2F2eHIGhSHrefSLIINOgh7vz%2Fb22a490d4aa30359bde39473722c98d0%2Factive-listening-hero.jpeg&tbnid=-ZtGhAJe97VL9M&vet=12ahUKEwjCwtzfyeCBAxVIJTQIHfM3AeQQMygOegUIARCSAQ..i&imgrefurl=https%3A%2F%2Fbungalow.com%2Farticles%2Fthe-best-ways-to-improve-your-active-listening-skills&docid=z8At-5uE_piGJM&w=3841&h=1681&q=active%20listening&ved=2ahUKEwjCwtzfyeCBAxVIJTQIHfM3AeQQMygOegUIARCSAQ
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.nationalelfservice.net%2Fcms%2Fwp-content%2Fuploads%2F2018%2F06%2FSenior_Confused.jpg&tbnid=8-spE6r9clwDWM&vet=10CAwQxiAoAWoXChMI4OaTIs3ggQMVAAB0AAAAAECL..i&imgrefurl=https%3A%2F%2Fwww.nationalelfservice.net%2Flearning-disabilities%2Fchallenging-behaviour%2Fpositive-behaviour-support-rct-finds-no-effect-but-fidelity-is-poor%2Fattachment%2Fsenior_confused-2%2F&docid=_N7aLegtf4iwVM&w=796&h=554&itg=1&q=challenging%20behavior%20mental%20health%20disorder&ved=0CAwQxiAoAWoXChMI4OaTIs3ggQMVAAB0AAAAAECL

REFERENCES

-
- <https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.verywellmind.com%2Fwhat-is-empathy-2795562&psig=AOvVawlkqRxu-Uqwglf05bdSppXc&ust=1696652909530000&source=images&cd=vfe&opi=89978449&ved=0CBAQjRxgFwoTCNCCweDK4IEDFQAAAAAdAAAAABAE>
 - https://www.google.com/imgres?imgurl=https%3A%2F%2Fnews.uchicago.edu%2Fsites%2Fdefault%2Ffiles%2Fstyles%2Ffull_width%2Fpublic%2Fimages%2F2023-07%2FMoral%2520barrier%2520compassion_hero.png%3Fitok%3DB6AibE3C&tbnid=oVQF5VOrQ-dUM&vet=12ahUKewi0psGcy-CBAxX6OjQIHdwZBaMQMygBegQIARA2..i&imgrefurl=https%3A%2F%2Fnews.uchicago.edu%2Fstory%2Fdoes-everyone-deserve-compassion&docid=P0IFPjqt3BuqM&w=1380&h=776&q=compassion&ved=2ahUKewi0psGcy-CBAxX6OjQIHdwZBaMQMygBegQIARA2
 - https://www.google.com/imgres?imgurl=https%3A%2F%2Fstatic.vecteezy.com%2Fsystem%2Fresources%2Fpreviews%2F017%2F622%2F598%2Fnon_2x%2Fhand-gestures-non-verbal-communication-vector.jpg&tbnid=PfG8IKh2jC-kPM&vet=12ahUKewjQ-5rqy-CBAxVSHzQIHsNvCj4QMygeegUIARC6AQ..i&imgrefurl=https%3A%2F%2Fwww.vecteezy.com%2Fvector-art%2F17622598-hand-gestures-non-verbal-communication-vector&docid=zsaNjL9ujU3YaM&w=1920&h=971&q=non%20verbal%20communication%20&ved=2ahUKewjQ-5rqy-CBAxVSHzQIHsNvCj4QMygeegUIARC6AQ
 - <https://www.google.com/imgres?imgurl=https%3A%2F%2Fneurosciencenews.com%2Ffiles%2F2023%2F01%2Ffanxiety-learning-neuroscines-public.png&tbnid=E1byLpLP5I-U6M&vet=12ahUKewjYko6VzOCBAxVaPDQIHdhsAccQMyglegUIARCFAQ..i&imgrefurl=https%3A%2F%2Fneurosciencenews.com%2Ffanxiety-pessimism-expectations-22220%2F&docid=XLXR1DwlzR9nM&w=770&h=499&q=anxiety&ved=2ahUKewjYko6VzOCBAxVaPDQIHdhsAccQMyglegUIARCFAQ>
 - https://www.google.com/imgres?imgurl=https%3A%2F%2Fimages.ctfassets.net%2Fzkw0qInf0vqv%2Fpsycom_page_fid33193_asset_9783%2F0cf659ceee5e727b452a019f3011003%2Fbipolar-symptoms-psycom%3Ffm%3Dwebp%26fit%3Dthumb%26q%3D65%26w%3D492%26h%3D328&tbnid=8V7QW5XQsCcF8M&vet=12ahUKewjNhN64zOCBAxUPGDQIHdYXBLUQMygKegUIARCJAQ..i&imgrefurl=https%3A%2F%2Fwww.psycom.net%2Fbipolar-disorder-symptoms&docid=qV9IS-zJTdhBNM&w=492&h=328&q=bipolar&ved=2ahUKewjNhN64zOCBAxUPGDQIHdYXBLUQMygKegUIARCJAQ
 - https://www.google.com/imgres?imgurl=https%3A%2F%2Fqbi.uq.edu.au%2Ffiles%2F27480%2Fwhat-is-depression.jpg&tbnid=ZnAOPDmDXmUOQM&vet=12ahUKewiFn7zlzOCBAxUmNzQIHauWD-gQMygKegQIARBJ..i&imgrefurl=https%3A%2F%2Fqbi.uq.edu.au%2Fbrain%2Fbrain-diseases%2Fdepression&docid=VBfv0Zd__RLQM&w=700&h=400&q=depression&ved=2ahUKewiFn7zlzOCBAxUmNzQIHauWD-gQMygKegQIARBJ
 - https://www.google.com/imgres?imgurl=https%3A%2F%2Fhips.hearstapps.com%2Fhmg-prod%2Fimages%2Fwhat-are-the-physical-symptoms-of-anxiety-64cb84440a2db.jpg%3Fcrop%3D0.7xw%3A1xh%3Bcenter%2Ctop%26resize%3D2048%3A*&tbnid=83YpWJDKZllvZM&vet=12ahUKewjNj-z6zOCBAxXrCTQIHdqBDL4QMygSegUIARCZAQ..i&imgrefurl=https%3A%2F%2Fwww.countryliving.com%2Fuk%2Fwellbeing%2Fa1766%2Fwhat-are-physical-symptoms-anxiety%2F&docid=9YD0d01uUP4dZM&w=1450&h=1449&q=anxiety&ved=2ahUKewjNj-z6zOCBAxXrCTQIHdqBDL4QMygSegUIARCZAQ

REFERENCES

- https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3Dy-JCvB7LjIE&psig=AOvVaw3CqJrh_AdNI_N0Q-LLXVbd&ust=1696653580882000&source=images&cd=vfe&opi=89978449&ved=0CBAQjRxxqFwoTCICR36DN4IEDFQAAAAAdAAAAABAZ
- <https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.nationalelfservice.net%2Fcms%2Fwp-content%2Fuploads%2F2011%2F07%2FArgue3.jpg&tbnid=yELNOMhptLzSM&vet=10CBgQxiAoA2oXChMI4OaTIs3ggQMVAAB0AAAAAEBM..i&imgrefurl=https%3A%2F%2Fwww.nationalelfservice.net%2Flearning-disabilities%2Fchallenging-behaviour%2Fstaff-responses-to-challenging-behaviour-in-people-with-learning-disabilities-a-dynamic-and-retroactive-process%2F&docid=gf0cMZ0JqSSo4M&w=800&h=618&itg=1&q=challenging%20behavior%20mental%20health%20disorder&ved=0CBgQxiAoA2oXChMI4OaTIs3ggQMVAAB0AAAAAEBM>
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fwww.nationalelfservice.net%2Fcms%2Fwp-content%2Fuploads%2F2018%2F06%2FSenior_Confused.jpg&tbnid=8-spE6r9clwDWM&vet=10CAwQxiAoAWoXChMI4OaTIs3ggQMVAAB0AAAAAEBM..i&imgrefurl=https%3A%2F%2Fwww.nationalelfservice.net%2Flearning-disabilities%2Fchallenging-behaviour%2Fpositive-behaviour-support-rct-finds-no-effect-but-fidelity-is-poor%2Fattachment%2Fsenior_confused-2%2F&docid=_N7aLegtf4iwVM&w=796&h=554&itg=1&q=challenging%20behavior%20mental%20health%20disorder&ved=0CAwQxiAoAWoXChMI4OaTIs3ggQMVAAB0AAAAAEBM
- https://www.google.com/imgres?imgurl=x-raw-image%3A%2F%2F0a89c3c751feb13478c92f02ce3f6f5e0ea35864e329542d28bab269c89cd56a&tbnid=NLH-UcfDiQqFKM&vet=10CAIQxiAoAGoXChMI4OaTIs3ggQMVAAB0AAAAAECI..i&imgrefurl=https%3A%2F%2Fwww.cfp.ca%2Fcontent%2Fcfp%2F64%2FSuppl_2%2F523.full.pdf&docid=cIA8BEztErET2M&w=503&h=625&itg=1&q=challenging%20behavior%20mental%20health%20disorder&ved=0CAIQxiAoAGoXChMI4OaTIs3ggQMVAAB0AAAAAECI
- https://www.google.com/imgres?imgurl=https%3A%2F%2Fimg.freepik.com%2Fpremium-vector%2Fcommunication-personal-boundaries-vector-person-personal-social-boundary-psychology-distance-communication-personal-boundaries-character-people-black-line-illustration_87720-19730.jpg&tbnid=DWvM9VV6FYGAZM&vet=10CGwQMyiWAWoXChMIyLqY09TggQMVAAB0AAAAAEBM..i&imgrefurl=https%3A%2F%2Fwww.freepik.com%2Fpremium-vector%2Fcommunication-personal-boundaries-vector-person-personal-social-boundary-psychology-distance-communication-personal-boundaries-character-people-black-line-illustration_67125525.htm&docid=gUpztX3GP4CxuM&w=626&h=352&q=boundary%20in%20communication&ved=0CGwQMyiWAWoXChMIyLqY09TggQMVAAB0AAAAAEBM