When someone's behaviour is perceived as "inappropriate", we need to take a step back and consider:

Were they lacking the knowledge or skills needed to do better under the particular circumstances? **← NO →** Was their behaviour the result of **dysregulation** (i.e. stress, distress, anxiety, overwhelm, fear, etc.)?

YES

Offer support and provide the information or teach the skills needed.

YES

SAMPLE
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People can't learn while dysregulated, we need to provide support, comfort, and co-regulation.

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Once people are regulated, begin the collaborative problem-solving process to figure out what is causing the underlying dysregulation and develop possible solutions.

NO

Did their behaviour harm someone?

YES

Provide support to anyone impacted, and help the individual make amends and repair any relationships hurt by their actions.

→ Give people the time and space needed to regulate and refresh, then reset.