

The Behaviour Response Playbook

*Understanding patterns and responding consistently
on the frontline*



The Resilience Echo

You've seen what to do in the moment.

Now let's look at what's actually happening underneath – and how to respond more consistently.

Behaviour builds over time.

Recognising that build allows earlier, safer response

This walkthrough shows how a common situation unfolds – and where response changes the outcome.

You arrive for a scheduled support visit.

The plan:

- Attend an appointment
- Provide transport and support

The person says:

“I'm not going.”

You respond:

“We need to get ready.”

They repeat:

“I said I'm not going.”

You explain why it's important.

They:

- stop engaging
- become more abrupt
- increase tone

Then:

“Stop telling me what to do.”

Now the situation has shifted.

Early signs were already there:

- Short responses
- Repetition (“I’m not going”)
- Reduced engagement
- Tone change

☞ These were the opportunity to respond earlier

At this point, the response often becomes more directive.

Most workers will:

- Repeat instructions
- Explain consequences
- Increase direction
- Push for compliance

☞ This often increases resistance

This wasn't just refusal

It may involve:

- Loss of control
- Anticipation of stress
- Feeling unheard
- Pressure increasing

The behaviour is communicating something.

Before:

- Internal resistance / anxiety
- Appointment pressure

Trigger:

- Direct instruction

Maintained by:

- Repetition
- Increased demand

Escalated by:

- Continued pressure
- Lack of adjustment

Earlier response could include:

- Slowing the interaction
- Reducing immediate demand
- Acknowledging the response

Example:

“It sounds like today’s not sitting well. Let’s slow it down.”

or

“We don’t have to decide this right now. Let’s take a minute.”

👉 This reduces pressure instead of increasing it

This is where response can shift the outcome

Frontline Reflection: Understanding What Happened

👉 Use this to break down a real situation and reflect on your response.

Think about a similar situation:

- What were the early signs?

- What was happening before the behaviour changed?

- What did you do in response?

- What increased or reduced escalation?

- What would you change next time?

Supervisor Review: Identifying Patterns and Response Gaps

👉 Use this to identify patterns and improve consistency across staff.

Think about a similar situation:

- What pattern is showing up here?

- What is likely driving the behaviour?

- Where did the response escalate the situation?

- What should be consistent across staff responses?

- Discussion:

Consistent response means:

- Recognising early signs
- Adjusting before escalation
- Reducing pressure
- Responding with intention

This is one situation.

The same pattern shows up again and again.

Understanding:

- what happens before behaviour
- what triggers change
- what maintains escalation

... is what allows responses to become consistent, not driven by the moment.

Where this leads next:

👉 The Behaviour Chain Principle

Understand the pattern fully

👉 Frontline Safety Training Workbook

Apply it across real situations