

Understanding Behaviors of Concern in Aggressive Patients



Behaviors of concern are those actions when exhibited by others, that should alert you that someone may be experiencing anxiety which could potentially escalate into a verbal or physical altercation. This guide provides a better understanding of the triggers, signs, and proper responses when facing those behaviors.

Triggers	Signs of Anxiety	Phrases to Avoid	Proper Responses
<ul style="list-style-type: none">• Long waits & long lines• Fatigue• Fear of injury or pain• Illegal drugs or medication issues 	<ul style="list-style-type: none">• Head Down• Flushing of the skin• Rubbing of the hands• Shallow breathing• Sweaty hands and brow• A nervous laugh• Bouncing finger tapping• Touching of the nose• Playing with the hair	<ul style="list-style-type: none">• "Our policy is...."• "I can't...."• "Calm down...."• "Because I said so....."• "You are wrong....."• "Be reasonable....."• "This is for your own good"	<ul style="list-style-type: none">• Stay calm• Use silence• Allow the person to vent• Maintain eye Contact• Use the individual's name• Set limits• Violence/De-escalation course• De-escalation practice drills