

## **Tips for Managing Child Behavior**

### Voice Control

Use a soft voice, pleasant tone, and speak slowly to influence and direct the patient's behavior.

### Nonverbal Communication

This includes the use of appropriate touching, paying attention to your own body language, and using pleasant facial expressions.

### Tell-show-do

This involves verbal explanations of what you plan to do, demonstrations of the noise, smells, visual, and tactile aspects of what is coming next, and then proceeding, trying not to deviate from the explanation and demonstration.

### Positive Reinforcement

Give positive feedback at each step to reward desired behaviors. Assist children in reaching their full potential by catching them doing something right.

### Distraction

This is the use of toys, other props, and staff, having them distract the child with talk, or even silliness, while you work.



“ Behavior management is as much an art form as it is a science.”

*Adapted from “Clinical Guideline on Behavior Management”, Clinical Affairs Committee, American Academy of Pediatric Dentistry*