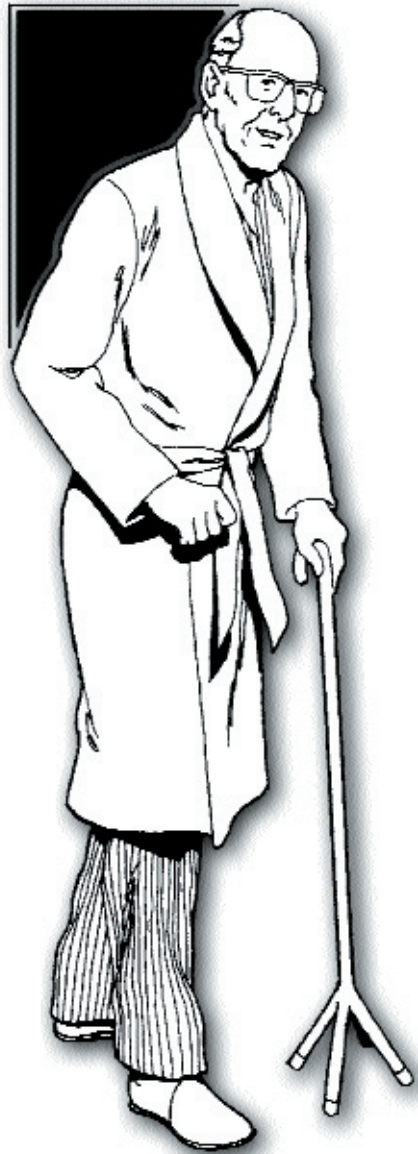


# GeroServices Behavior Management System



 Identify

 Assess

 Design

 Intervene

 Evaluate



**Lesson #1: Identify**

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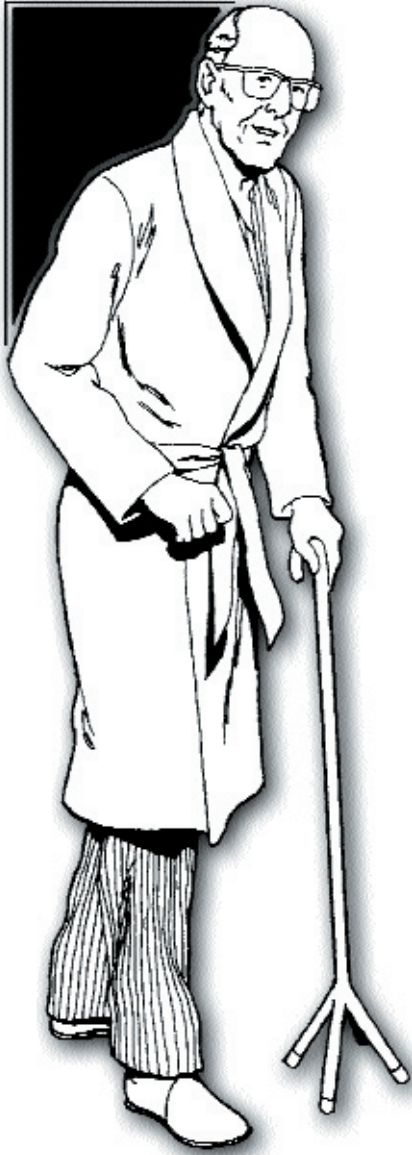
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**Case Closed**

## What is Behavior Management?

This course is about behavior management. What do we mean by behavior management? Well, it's a system for dealing with people problems. By system, I mean that there are steps to follow. Like a recipe or an instruction manual, the order of the steps is important. First, we **identify** the behavior. Then we **assess** the behavior. After that, we **design** an intervention. That's a plan for changing the behavior. Then we **intervene** — we carry out the plan. Finally, we **evaluate** so that we can decide whether the problem has been resolved. If not, we recycle through the same steps until it is resolved. We'll talk about these steps in the lessons that follow.

We will use examples to explain these lessons. The examples are drawn from actual cases. But, to protect the residents, we have changed the names and some of the facts and mixed parts of different cases to create the examples.



 Identify

 Assess

 Design

 Intervene

 Evaluate