

# Eye to Eye Counselling Service

“Sometimes we all need someone to talk to”



## Behaviour: Parents and Carers

### Why is my child's/young persons behaviour deteriorating?

‘Bad behaviour’ is a way of **communicating a need**. Young people try to make **sense** of the world around them, navigating confusing relationships, pressures and feelings without having the **emotional skills**, or the fully grown adult brain that’s needed to cope.

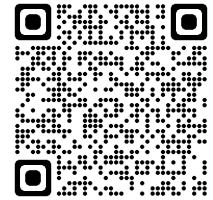
This can come out as ‘bad behaviour’ in home or at school, including:

- Being rude, cheeky or argumentative
- Moodiness and sulking
- Shouting and lashing out
- Slamming doors or
- Breaking rules or crossing boundaries that have been set.

The world can be a scary place and young people simply **don’t have the skills yet** to work it all out.

### What are some helpful tips to help manage their behaviour?

- Choose **the right moment to engage** when tensions are not running high
- **Actively listen** to what they are saying- remove all distractions and don’t interrupt them
- **Remain calm** and avoid raising your voice- this will likely escalate into an argument
- Try to identify the need behind the behaviour- is anything troubling them?
- Boundaries are vital to help young people feel **safe and secure**
- Make rules and boundaries **together** to give a **sense of control** in agreeing on consequences
- Acknowledge their **need for independence**, while still showing that you want them to be safe- is there a happy medium that you can both compromise on?
- Acknowledge the **positive things** the young person is doing, and what they are managing well Telling them and thanking them can **boost self-esteem!**
- Model **positive behaviours** that the young person can learn from
- Encourage them to talk to **somebody they trust**, such as their school counsellor, a teacher they like, or a youth worker they look up to
- **Empathise** with them; remember how it felt when you were a teenager/young person yourself



[www.eyetoeye.wales](http://www.eyetoeye.wales)

### Useful Contacts

**Eye to Eye Counselling Service:**  
01443 202940  
Email: [info@eyetoeye.wales](mailto:info@eyetoeye.wales)

**ChildLine**  
0800 1111  
[www.childline.org](http://www.childline.org)  
(online chat available)

**Family Action**  
0808 802 6666  
[www.family-action.org.uk](http://www.family-action.org.uk) (online chat)

### Helpful Resources

**Young Minds: Challenging behavior:**  
Parents guide to support

**Childrens 1st: Understanding behavior**

**NHS: Coping with your teenager**



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