

Coping with Difficult Behaviour: Do's and Don'ts¹

Hallucinations

Listening to or talking to “voices” and talking to themselves

DO

- ☼ Act calmly.
- ☼ Distract them if you can by involving them in doing something. Offer something to look at, e.g. newspaper articles; ask them to look for something, e.g. to find the newspaper; engage them in pleasant conversation; encourage them to be with other people.

DON'T

- ☼ Don't panic or assume that another breakdown is occurring.
- ☼ Don't act horrified.
- ☼ Don't worry or fuss too much over them.
- ☼ Don't try to figure out what they are talking to or about.
- ☼ Don't let others laugh about this.
- ☼ Don't suggest that they tell the voices to stop.

¹Schizophrenia: A Self-Help Guide for Relatives and Carers by Olga Piatkowska and Maria Visotina (1989)