



Working with behaviour that challenges in healthcare settings; identifying and responding to triggers

Transcript of Frustration: Isaac's story

(Jenny)

And Lift this leg, keep it there, keep it there, keep it there, Wow this is so much better, much better control. So much better since you started.

(Isaac)

Great! Progress at last, so, when do you think I'll be able to compete? I can't wait to get back on the track.

(Jenny)

This is not really an exact science and everyone differs, erm I would say about six weeks for competition.

(Brian)

SIX WEEKS? That's no good! There's a GB selection event in just over 3 weeks' time. Isaac needs to be there if he's to have a chance of selection. For goodness sake, this is what we've been aiming for all season!

(Jenny)

Well... er... it's not...

(Brian)

I'd like to have a word with you in private please.

(Jenny)

Er would you like to sit down Brian?

(Brian)

No I would not! [Angrily] What I'd like is to get to the bottom of this

(Jenny)

Er look Brian, I know progress has been slow and we're not where we should be by now, but we are making progress now and but I don't think Isaac will be ready for competition in 3 weeks' time.

(Brian)

Well, why am I hearing about this just now? Ah, but anyway... it's not just about that is it?

(Jenny)

Er... sorry... I'm not sure what you mean... [Confused]

(Brian)

Honestly, you people are all the same! Do you honestly think that Isaac and I don't talk?

(Jenny)

What do you mean?

(Brian)

Well, according to Isaac, one of your 'so-called' team was dropping some pretty heavy hints that I'd been overtraining him. Do you know how long I've been in sport? Do you know how many athletes I've trained? What the hell do you know about coaching? Your job is to fix him – and you're not doing a very good job about that are you? [Angrily]

(Jenny)

I... er... [Sigh]

(Brian)

I mean, do you actually have any idea how to get him better?

(Jenny)

Look Brian, Isaac is making progress. To be honest, I actually don't know where all this anger is coming from

(Brian)

[Interrupts] You don't know?! What sort of professional are you? Do you even know anything about elite sport?!

(Jenny)

Actually, I do. And as one professional to another, I suggest you go away and only come back and talk to me when you can talk to me in a professional manner. [Sound of door slamming]