

**GESTION DES ABOIEMENTS
ADAPTER LES SOLUTIONS AUX CAUSES**

| TECHNIQUES | CAUSES | | | COMMUNICATION | | | | EMOTIONS | | | | DIVERS | | |
|---------------------------------------|--------|-------------------|-------------|---------------|--------------|---------|------------|---------------|-----------|--------------|--|--------|--|--|
| | Alerte | Demande attention | Frustration | Ennui | Colère, peur | Anxiété | Excitation | Environnement | Habitudes | Renforcement | | | | |
| Améliorer le quotidien | | X | | XXX | XX | XX | | XXX | | | | | | |
| Anticiper | X | XXX | X | XXX | XX | XXX | XXX | XX | XXX | XXX | | | | |
| Eduquer | | | | | | | XX | | XX | X | | | | |
| Utiliser le rappel | XXX | | X | | X | XX | X | | | | | | | |
| Gérer les émotions | XX | | XXX | | XX | | XXX | XX | | | | | | |
| Encourager comportements | | XXX | | | | | XX | X | XXX | X | | | | |
| Détourner l'attention | | | XX | | | | XX | | | | | | | |
| Désensibiliser et contre-conditionner | | | | | XXX | | | XX | | | | | | |
| Cliquer | | XX | | | X | XX | | | X | | | | | |
| Punir | | X | | | | | | | X | X | | | | |

