

# The Ten Absolutes Training System

## Certified Louisiana Curricula



alzheimer's  
caregiver institute™

### Absolutely Never!

1. ARGUE ..... **instead** ..... AGREE
2. REASON ..... **instead** ..... DIVERT
3. SHAME ..... **instead** ..... DISTRACT
4. LECTURE ..... **instead** ..... REASSURE
5. SAY "REMEMBER" ..... **instead** ..... REMINISCE
6. SAY "I TOLD YOU" ..... **instead** ..... REPEAT/REGROUP
7. SAY "YOU CAN'T" ..... **instead** ..... DO WHAT THEY CAN
8. COMMAND/DEMAND ..... **instead** ..... ASK/MODEL
9. CONDESCEND ..... **instead** ..... ENCOURAGE/PRAISE
10. FORCE ..... **instead** ..... REINFORCE

*Use this opportunity to help your employees enjoy their time with challenging residents.*

