

SUPPORTING WORKPLACE COGNITION

Accommodations for impulsivity

In daily life, we are required to consider the consequences of our actions and put the brakes on our behaviour.

Impulsivity and poor self-awareness can cause problems with relationships at work as well as affect the completion of tasks to a good standard. It can also interfere with the person's ability to manage their emotional responses and impulses.

Impulsivity in the workplace can manifest as:

- Speaking out of turn.
- Acting without proper consideration of all available information.
- Demonstrating lack of judgement.
- Seeming irrational.
- Making inappropriate or undesirable comments to or about others.
- Missing important steps in completing tasks.
- Seeming impatient.
- Becoming easily frustrated and lashing out.



Useful strategies to remedy impulsivity include:

- ✓ Being fair in your expectations.
- ✓ Limiting options from which the person can choose.
- ✓ Making suggestions for alternative behaviours.
- ✓ Explaining the reason for tasks.
- ✓ Responding immediately to ideas or behaviours that are inappropriate.
- ✓ Encouraging the person to pause or slow down to think through their responses before acting.
- ✓ Encouraging the person to work through scenarios with you and offer suggestions and alternatives as appropriate.
- ✓ Providing the individual with reassurance as needed.
- ✓ When inappropriate behaviour occurs, discussing consequences privately in a calm and confident manner.
- ✓ Finding opportunities to praise or reward desired behaviour.