

Propositions

1. *Providing support and clear guidance by (higher) managers and psychologists to staff reduces challenging behaviours in residents with intellectual disabilities (this thesis).*
2. *The organisational environment positively (e.g. via performance monitoring, personnel policies) and negatively (e.g. via financial limitations, power imbalance) affects residents' challenging behaviours (this thesis).*
3. *Positive relationships between professionals, managers, residents with intellectual disabilities and their representatives reduce residents' challenging behaviours (this thesis).*
4. *Organisational changes implemented with good intentions sometimes increase challenging behaviours in residents (this thesis).*
5. *Ecological theory is supportive in unravelling detailed insights into the complex situations in which residents display challenging behaviours (this thesis).*
6. *An organisation, no matter how well designed, is only as good as the people who live and work in it (Dee Hock).*
7. *Challenging behaviour says as much about the quality of support a person is receiving as it does about the person (Jim Mansell).*
8. *Every child needs at least one adult who is irrationally crazy about him or her (Urie Bronfenbrenner).*
9. *When people are rushed, they're stressed and you greatly increase the likelihood of being punitive and unilateral just because you're trying to grasp control (Ross W. Greene).*
10. *Motivation is what gets you started. Commitment is what keeps you going (Jim Rohn).*
11. *As you grow older, you will discover that you have two hands, one for helping yourself, the other for helping others (Maya Angelou).*