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## **S.E.B.A.® Awareness & De-Escalation**

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### **Situations:**

- What situations will you find yourself in?
- What will you need in those situations?

### **Environment:**

- What (*or Who*) can help me?
- What (*of Who*) can hurt me?

### **Behavior:**

- Behavior influences behavior.
- Who is in front of you? Do you know this person well, a little, or not at all?
- What type of personality do they have? There are many, for example are they driven, an influencer, stoic, systematic, etc. Personality can be demonstrated through their body language and paraverbal.
- What's their communication style? Examples, loud vs. soft talker, fast vs. slow talker, internal processor vs. external processor, thinks first vs. talks first.
- What other dynamics might influence their behavior? These are spheres of influence. Examples, culture, religion, friends, music, media, and other influencing factors.

### **Notes:**

## Tools

- **Thought Question-** What's the real reason?  
What's really going on?
- **Feeling Question-** "How are you feeling about that?" "What was that like?" "It feels like you're..."
- **Behavior Questions-** "What's the reason for acting like this?" "It looks like you're upset/frustrated/etc. because..."

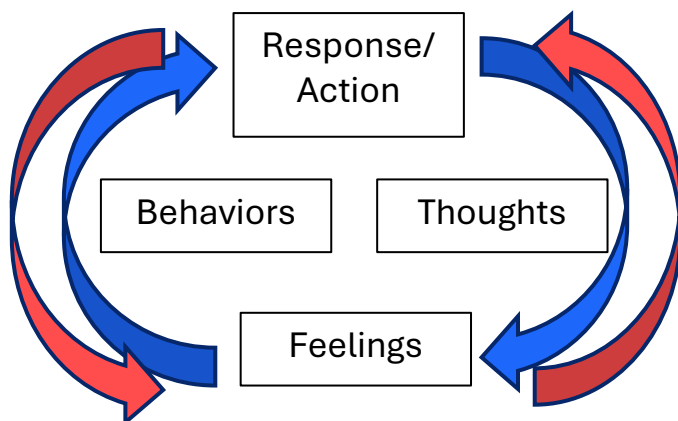
## Tips:

- Introduce yourself. Use their preferred name.
- Manage your distance- proxemics.

## Phrases that might help.

- "Help me understand, What's goin' on?"
- "Are you okay?"
- "Would you like it if that happened to you?"
- "How did you feel about feeling that way?"
- "It's okay you feel..., but it's not okay..."
- "[name], you may be right in what you're saying."
- "Thank you for being \_\_\_\_\_ . I can see that you feel... How can I help?"

## Notes:



**Notes:**

## **Personal Action Plan**

**I plan to START doing:**

**I plan to CONTINUE doing:**

**I plan to STOP doing:**

## **Course Evaluation**

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