

S.E.B.A. Awareness & De-Escalation

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 to 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:

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Tools

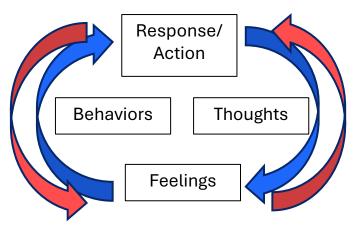
- Thought Question- What's the real reason?
 What's really going on?
- Feeling Question- "How are you feeling about that?" "What was that like?" "It feels like you're..."
- Behavior Questions- "What's the reason for acting like this? "It looks like you're upset/frustrated/etc. because..."

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:	
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