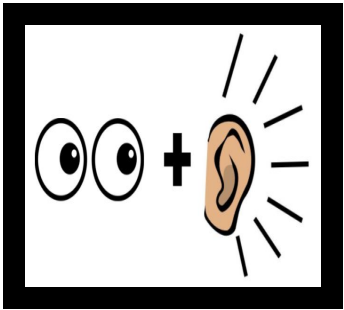





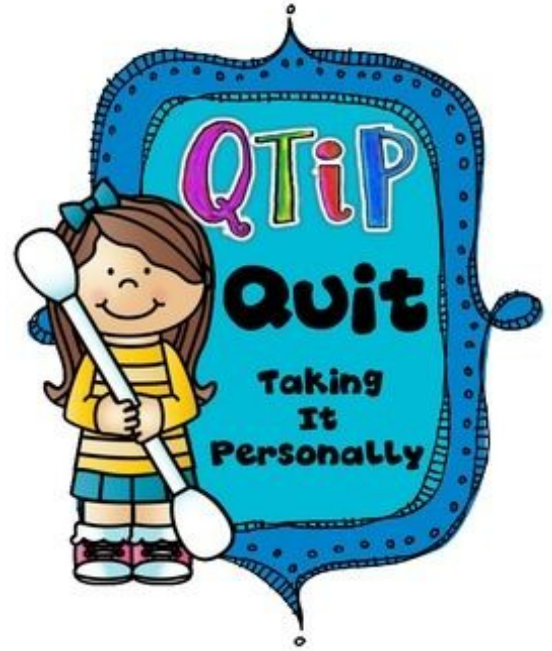
MindSet Strategies

Four Step Counseling Model

Step 1	"Say what you see and/or hear" <ul style="list-style-type: none">● Point out physical signs of anger i.e. tapping pencil, rocking in chair...● Be concrete and non-judgmental● Focus on body language Purpose: <p>To let the person know they have your attention in a non-judgmental way.</p>	
Step 2	"Establish the feeling" <ul style="list-style-type: none">● Seems to me like you are _____.● Keep the communication focused.● Feelings drive behavior Purpose: <p>To connect a feeling to the behavior in an effort to establish a base or understanding for further communication.</p>	
Step 3	"Connect the feeling to the source or source of distress" <ul style="list-style-type: none">● Ask who, what, where, when questions● avoid asking WHY● Use active reflective listening Purpose: <p>To connect the feeling to the source or sources of distress.</p>	
Step 4	"Plan of action" <ul style="list-style-type: none">● What do you want?● What else can you do?● What have you tried?● What are you willing to do?● What can you do right now to calm down?● Is there anyone else that you are willing to talk with about this?● What are the pros and cons? Purpose: <p>To assist the person in crisis towards establishing a plan of action of getting their needs met in acceptable and safe ways.</p>	

Responses to Oppositional/Defiant Behaviors:

- stay in your CAR
- non-emotional instead of emotional requests
- use descriptive requests/clear directives
- do not use a question format
- keep a safe distance
- make eye contact
- 2 requests only
- check tone of voice
- give time to comply
- more start requests than stop requests
- reinforce compliance



Calm

Aware

Respectful

