

# situational awareness (self and environment)

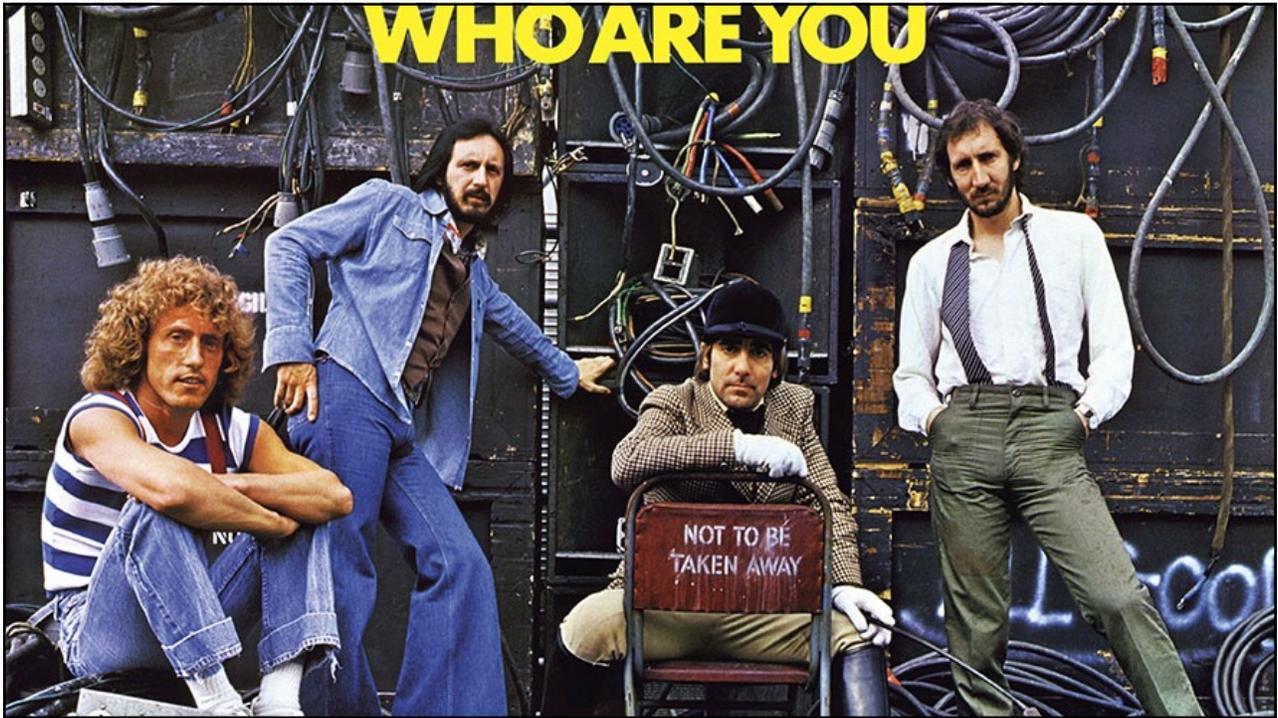


joe ruiz  
director of learning and communication

1



2



3



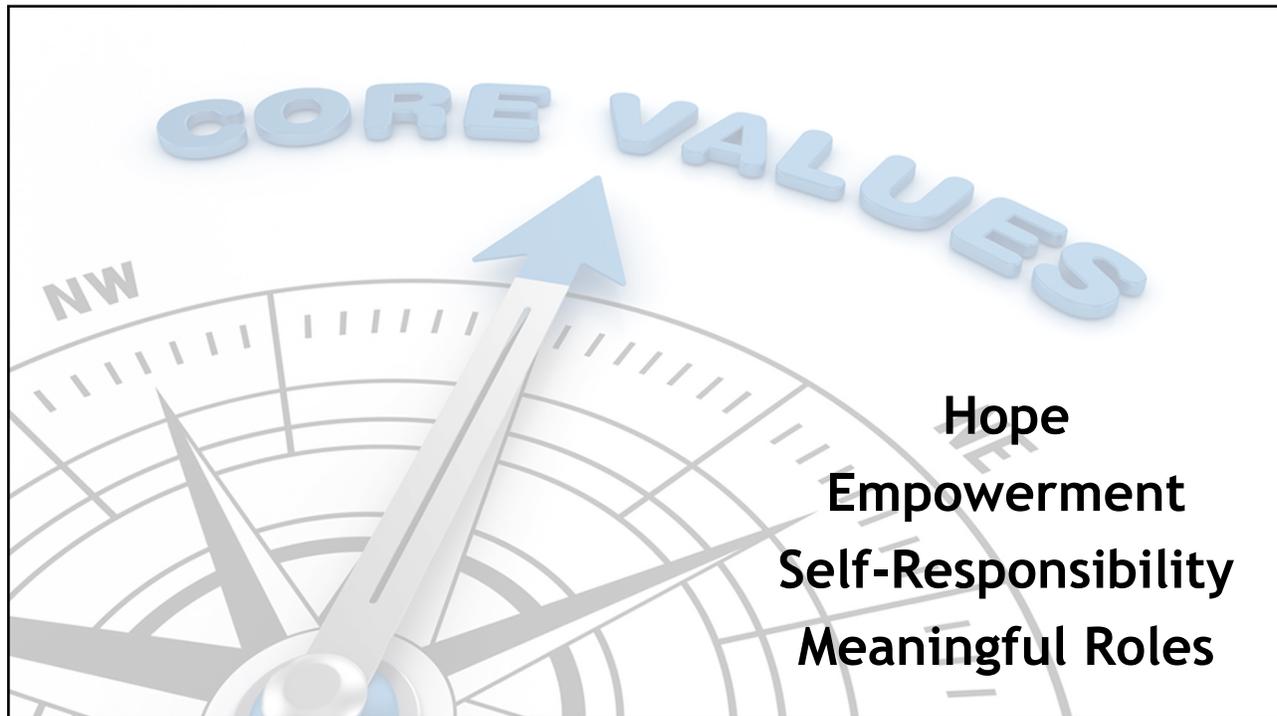
4



5



6



7

## Psychosocial Rehabilitation Values

- Empowerment of the Individual
- Self-Determination
- Dignity and Worth of Each Individual
- Focus on Strengths, not Pathology
- All People Have an Underused Capacity that Should be Developed
- Cultural Sensitivity

8

# relationships



9

Listening



**Seek first to understand, then to be understood**

10



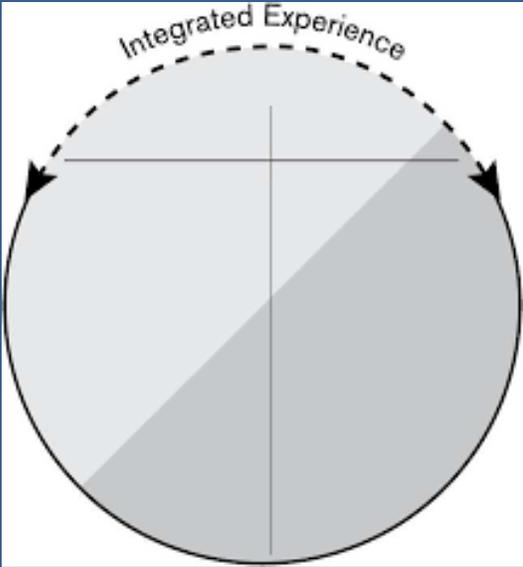
11



12



13



The concept that behaviors and attitudes of staff (us) impact behaviors and attitudes of individuals, and vice versa

14



## Precipitating Factors

Internal or external causes of behavior over which staff have little or no control.

Our understanding of these causes can help guide our responses and actions.

15

## Crisis Development Model

**VISIBILITY**

<p>15-25 KM/H</p> 	<p>30-50 KM/H</p> 
<p>50-65 KM/H</p> 	<p>70+ KM/H</p> 

16

## Crisis Development Model

### Behavior Levels

1. Anxiety - *noticeable change in behavior*
2. Defensive - *beginning of loss of rationality*
3. Acting Out Person - *total loss of rational control*
4. Tension Reduction - *decrease in physical and emotional energy*

### Staff Attitudes/Approaches

1. Supportive - *Empathic, non-judgmental approach*
2. Directive - *Staff member takes control by setting limits*
3. Nonviolent Crisis Intervention - *Isolating, getting help*
4. Therapeutic Rapport - *Re-establishing communication*

17

**what would  
YOU  
do?**

18



## Sitting Alone

A person with whom you have a good relationship is sitting alone and appears to be not her usual self. You feel that sitting down next to her and talking might help.

19



## Can We Talk?

A person with whom you are starting to develop a working relationship comes to you one day appearing upset and wants to talk with you in private. There are small meeting rooms available but since you don't know the person too well yet, you are a little uncomfortable with meeting in private.

20

## In the Hood



You are going to visit a person in your program with whom you have seen in the office many times but never in his apartment. You have a pretty good working relationship with him. As you approach his apartment building you see a number of guys hanging out front who appear to be somewhat menacing and unwelcoming.

21

## Yo Mama



Two people in your program are having a heated debate over their favorite topic, sports. You are in the room working on some stuff on your desk overhearing the back and forth between them. You notice the debate turning into shouting and finger pointing and even some references to questioning each other's ancestry.

22



## Who Do Think You Are?

A person in your program sees you sitting outside and starts asking you questions, first about the program, then starts asking questions that appear to be challenging your authority and position. They start to challenge every response and they become angrier and more belligerent as they speak.

23

## key points

Use the psychosocial rehabilitation values as your guide

It is all about the relationship

Each person and each situation is unique

Pay attention to your environment

Avoid or make allowances for situations that may increase the potential for danger

Communicate, communicate, communicate

24