



Applied EQ
GROUP

THE EASEL: MY PERSONALITY AND RELATIONAL STYLE

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1. Anxiety: Support
2. Defensiveness: Set Boundary
3. Acting Out: Maintain Safety
4. Tension Reduction: Build Rapport

<https://www.crisisprevention.com/>





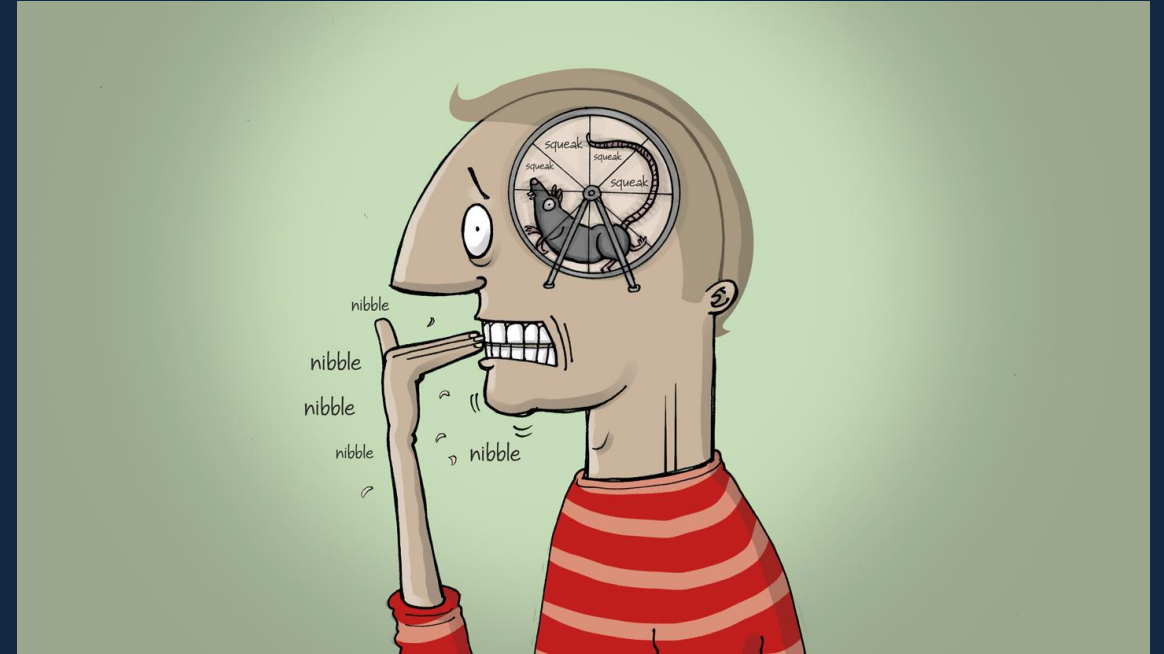
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1. **Anxiety**: A noticeable increase or change in behavior, e.g., pacing, finger drumming, wringing of the hands, staring, etc.





1. **Support:** A non-judgmental approach to decreasing anxiety.

This is what **not** to say...

This is what **to** say...

This is what **not** to ask...

This is what **to** to ask...





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THE STAGES OF CRISIS

1. **Anxiety: Support**
2. Defensiveness: Set Boundary
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Primary Task: to CONNECT with you.





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THE STAGES OF CRISIS

2. **Defensiveness:** Losing rationality; belligerent; challenging authority. Do an upper cut to Father Christmas





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THE STAGES OF CRISIS

2. **Set Boundary:** Take control of the escalating situation by offering choices.





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Primary Task: to CONNECT with you.





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Primary Task: to CONTAIN you.





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3. **Acting Out:** Loss of control, usually resulting in physical or verbal aggression.





3. **Maintain safety:** Use of non-violent restraint, when necessary.





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THE COPING MODEL

C: Control

O: Orient

P: Patterns

I: Investigate

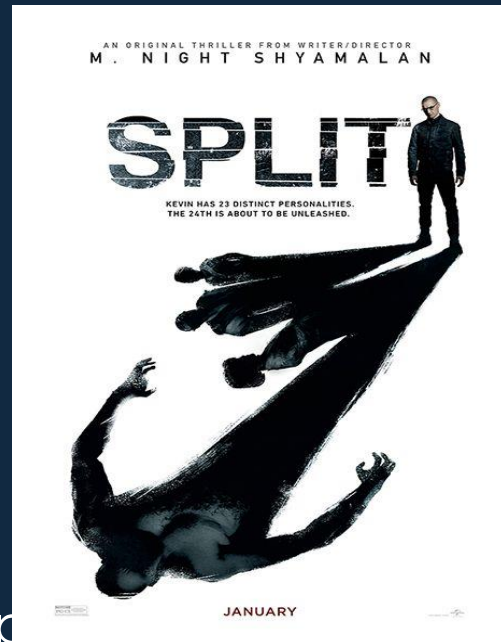
N: Negotiate

G: Give





Applied EQ WHAT IS YOUR LEADERSHIP STYLE? GROUP





1. Anxiety: Support
2. Defensiveness: Set Boundary
3. Acting Out: Maintain Safety
4. Tension Reduction: Process





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A FEW KEY IDEAS...

- The role of language in the process
- The role of non-contingent communication
- The role of rational detachment

