

Process steps and principles	Tool <input checked="" type="checkbox"/> when appropriate	Notes	Persons name: Completed by:	Date:
B - Behaviour	<ul style="list-style-type: none"> • What agreements have been violated? • Passive <input type="checkbox"/> Assertive <input type="checkbox"/> Aggressive <input type="checkbox"/> • Using an I-message <input type="checkbox"/> or You-message <input type="checkbox"/> • Channel – Words <input type="checkbox"/> Tone <input type="checkbox"/> Body language <input type="checkbox"/> • Aggression Way: <ul style="list-style-type: none"> • Overt <input type="checkbox"/> Relationship <input type="checkbox"/> • Why: Reacting <input type="checkbox"/> Premeditated <input type="checkbox"/> 			
<ul style="list-style-type: none"> • Unconditional positive regard • Positive role model • Consistency • Responding not reacting • Swapping not stopping • Converting problems into skills • Justification 				
E - Emergency	<ul style="list-style-type: none"> • Aggression risk assessment - ESP E - Emotion: <ul style="list-style-type: none"> • Fear <input type="checkbox"/> (Flight or fight) <ul style="list-style-type: none"> • Frustration <input type="checkbox"/> (= less control/approach) • Intimidation <input type="checkbox"/> (= in control) S - <ul style="list-style-type: none"> • Signs of drugs <input type="checkbox"/> • State of illness <input type="checkbox"/> • Symptoms of injury <input type="checkbox"/> P - <ul style="list-style-type: none"> • Past history of aggression <input type="checkbox"/> • Response intensity? 			
C - Context	<ul style="list-style-type: none"> • Looking for patterns <ul style="list-style-type: none"> • Consistency of behaviour <input type="checkbox"/> • Situation distinctiveness <input type="checkbox"/> • What others are doing (consensus) <input type="checkbox"/> • Perception of the trigger <ul style="list-style-type: none"> • Correctly identified - response <input type="checkbox"/> • Incorrectly identified - response and thought process <input type="checkbox"/> • Maslow's needs: Addiction and disorder <input type="checkbox"/>, physiological <input type="checkbox"/>, safety and security <input type="checkbox"/>, belonging and love <input type="checkbox"/>, esteem and self actualisation <input type="checkbox"/> 			
<ul style="list-style-type: none"> • Blaming bias: person, situation or victim 				
O - Options	<ul style="list-style-type: none"> • Response Style Curve <ul style="list-style-type: none"> Encourage <input type="checkbox"/> Coach <input type="checkbox"/> Support <input type="checkbox"/> Reinforce <input type="checkbox"/> Challenge <input type="checkbox"/> Reprimand <input type="checkbox"/> Rescue <input type="checkbox"/> Bribe <input type="checkbox"/> Consequence <input type="checkbox"/> Revenge <input type="checkbox"/> 			
<ul style="list-style-type: none"> • Everyone has strengths • Positive reinforcement • Avoid punishment 				
M - Myself	<ul style="list-style-type: none"> • Self awareness checklist 			
<ul style="list-style-type: none"> • Everyone makes mistakes 				
E - Enact	<ul style="list-style-type: none"> • Communication channels • I-messages • Bringing people together conflict resolution steps 			
<ul style="list-style-type: none"> • Clear communication • You cannot force change 				