

You have 15 minutes to complete each of the 5 actions!



RESPECT
→
EXPLORE
→
PRIORITISE
→
DECIDE
→
CONTACT

Persons or groups:

1.
 2.
 3.
 4.

- How is the person coping with the situation?
- Which of her/his needs are currently threatened?
- How does she/he try to fulfil them?

What exactly is the problem, what needs to be changed?

Write down the topics on which you can search for further information here:

Sources of information

- Experts (people who have training and/or experience on the topic)
- The QR code on your Topic card
- Newspaper articles
- Textbooks, non-fiction books, Wikibooks
- Trusted sites on the internet:

Summarise the most important information here:

Strategies for solving the problem are good if they work for

- the person concerned
- the others
- all together in the future

represent an improvement or at least not a worsening!

OPTIONS

Option 0: The situation remains as it is now. Nothing is changed.

Option 1:

Option 2:

Option 3:

Option 4:

Evaluation table

	Consent	Objection	Resistance
Option 0			
Option 1			
Option 2			
Option 3			
Option 4			

Best Option:

We want to get in contact with these persons:

1.
 2.
 3.
 4.

Contact in four steps

1. Describe the starting situation
2. Describe the consequences
3. Propose a solution
4. Ask for consent

Formulate clear sentences!

Be sensitive to the situation and the needs of the person!

It is important that the person being addressed feels understood and not attacked!