

PRESENT DANGER AND PROTECTIVE PLANNING LEARNING COLLABORATIVE

MARCH 2022:

ENGAGING TO COLLECT INFORMATION



WHAT ARE WE ENGAGING FOR?

Sufficient and relevant information to assess for the presence, or absence, of Present Danger.

WHAT DOES THIS MEAN?

- Sufficient means I have enough information to feel confident in a safety decision.
- Relevant means I am paying attention to information connecting to any of the 23 Present Danger Threats and gathering adequate information related to potential danger.

HOW DO I DO THIS?

Use the CALM technique to set yourself up for success in situations requiring quick engagement where you may only have limited information.

C COMPETENCE IN YOUR DELIVERY

- Prepare for your interaction: Explain your role, the process, what you know, what you need to know. Have this prepared ahead of time to make it easier.
- Planning for the interaction allows you to speak in a low-pitched, evenly toned voice demonstrating strength and expertise.

A ACTIVELY LISTEN AND ACKNOWLEDGE FEELINGS

- Displaying empathy can alleviate concerns and build openness in dialogue
- Use verbal and non-verbal communication to pay attention to the speaker

L LET THEM TELL THEIR STORY WITHOUT JUDGMENT

- Replace judgment with professional curiosity: what is important about what the other person is telling you?
- Use open-ended questions to allow the speaker to talk.

M MAKE SURE YOU UNDERSTAND

- "Seek First to Understand, Then to be Understood", Stephen Covey's 7 Habits of Highly Effective People
- Making sure you understand their perspective affirms you value the other person
- Clarify and summarize what the speaker is telling you
- Use feeling words to understand the impact



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REFLECTION ON CONTENT

What information stands out to you and why?

ACTION ITEM

How will you use this information to improve your practice? Take time to create a goal for yourself.