

Goal-Oriented Intervention Approach

CRISIS PREVENTION GOAL
PERSONAL SAFETY GOAL
SCENE SAFETY GOAL
CONFLICT MANAGEMENT GOAL
PHYSICAL MANAGEMENT GOAL

Ten Tips for Re-Directing Conflict

- 1. Say a Lot by Saying a Little*
- 2. Remember that Silence Works*
- 3. Acknowledge Emotions*
- 4. Take Things One Step at a Time*
- 5. Set the Pace*
- 6. Be Mindful of Words that Escalate*
- 7. Actively Listen*
- 8. Avoid Objectifying Yourself*
- 9. Tell It Like It Is*
- 10. Create Opportunities*

The Response Goal-Oriented Intervention Model is developed by

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Goal-Oriented Intervention Model

CRISIS PREVENTION
GOAL

→ *Prevent Conflicts from Occurring*
by

Identifying Potentially Dangerous Indicators
Feel, Look, Listen Approach

↓
Drop the Content

↓
Create an Action Plan

↓
Conflict

↓
"Am I Safe?"

↓
Pause

↓
Exhale

PERSONAL SAFETY
GOAL

→

Make Myself Safe
by

Regaining Self-control

Calling for Back-Up

Having Someone Else Intervene

Not Intervening

↓
"Is the scene safe?"

↓
Feel

↓
Look

↓
Listen

SCENE SAFETY
GOAL

→

Make the Scene Safe
by

Separating Conflicting Parties

Removing Physical Objects

Containing an Angry Person

Moving Away from Spectators

Creating an Alliance

CONFLICT MANAGEMENT
GOAL

→

Help Those in Conflict Regain
a Sense of Self-control

PHYSICAL MANAGEMENT
GOAL

→

Cause No Harm