

Communication Skills:

SEE

Stop; Evaluate; Engage

Background: A process often used in emergency or first-aid situations – Stop; Evaluate; Engage – is also a tool that can be helpful when dealing with confrontation.

Objective:

Participants will

- Identify teachable moments in a recreation setting.
- Utilize the SEE process as an approach to manage these teachable moments.
- Practice establishing rapport and communicating alternatives.

Duration: Flexible (20 minutes plus)

Materials:

3x5 index cards

Pencils

The Activity:

1. Ask each participant to write on their card the worst behavior they have witnessed during recreational activity. How did they react to the situation? Did they act in some way or ignore it. Why?
2. Break the group into smaller groups of 2-3 people. Have them share their situations.
3. Introduce the SEE process:
When a teachable moment arises that may involve confronting someone's inappropriate behavior, first STOP: take a breath, calm yourself. Then EVALUATE: What is the behavior that needs to be addressed? What is the situation presented – how many people involved; what are the physical conditions; are there warning signs of possible danger present; what commonalities might you have with the other person? Then, ENGAGE: First, quickly establish a relationship, being courteous and using any commonalities you may have noticed. Then mention the behavior you noticed and ask if they are aware of the impact (social or resource) that they are causing. State those impacts. Suggest alternatives; offer assistance with alternatives if possible. The STOP and EVALUATE steps will need to be quite rapid – you have only a limited time to make an effective contact.
4. Now have participants reevaluate their situation using the SEE process. Write new response/reaction on the back of the card.
5. Again break the group into smaller groups and have them share their new findings.
6. Bring the group back together and give several participants the opportunity to share their experience, their reaction, and their new response to the group.

Processing the Activity: If the group is large, you may want to ask a limited number of small groups to volunteer to share. To stimulate discussion, ask questions such as: What did you do to establish a relationship? Did that approach work? How did you introduce the problem? What alternatives did you offer? What was the outcome of the encounter? Did this process seem realistic to you? What might you do differently next time? From the whole group, ask: How effective do you think the SEE process might be in helping you with confrontations?

Suggested scenarios: It is a good idea for you to develop your own scenarios based on the composition of the group. There are several scenarios provided in the Activities section of your Manual under On-the-Trail Role Play.

Activity Time: The time for this activity will depend on the number of small groups you have. Allow a minimum of 30 minutes.