



INDIVIDUAL REFLECTION WORKSHEET

2025 Pro-ACT Advantage e-Learning



Chapter 1

1. An organization's purpose is the reason it exists. What is the purpose of your organization?
2. What dangerous behaviors have your clients used to meet needs?
3. What behaviors do your clients use that are irritating but not dangerous?
4. What are the primary plan and back-up practice(s) used in your organization?

Chapter 2

1. You have chosen to work for an organization that provides services to clients who have a potential for, or known history of, dangerous behavior. What is your motivation for making this choice and continuing to do this work instead of choosing a job with less risk?

2. Your mood and attitude affect the potential for injury in the workplace.
 - a. What do you, or can you, do to maintain a mood that reduces the risk of injury at work?

 - b. What do you, or can you, do to maintain an attitude that reduces the risk of injury at work?

Chapter 3

Attire

1. List 1-2 examples of clothing, shoe, personal style, or accessory choices you see in your organization that could be triggering/distracting and increase risk?

2. What specific changes in attire could reduce those risks?

Mobility

1. Take a mental walk through your work environment.

What are 1-2 barriers or hazards to safe movement and/or spaces that may restrict or limit movement?

What could you do to remove those barriers/hazards or reduce the risk from the barriers/hazards?
Make a sketch of one part of your work space. Mark the places where there are entry or exit points and/or physical areas where mobility is limited.

2. Based on your experience doing the mobility exercises, what information would you share with your team today about your physical abilities and limitations?

Observation

1. Think of a time when you saw a change in a client's baseline behavior.

What was the baseline behavior?

What was the observable change in behavior?

To what level should observation have moved?

What kind of support could have been added?

2. Based on your experience doing the mobility exercises, what information would you share with your team today about your physical abilities and limitations?

Preventative Measures

Think of a client who has medical and/or mental health conditions, personal history and associated trauma, or a cultural identity that could present a safety risk.

1. What knowledge about the client's medical and/or mental health conditions, personal history and associated trauma, or cultural identity is available?

2. To recognize indicators of those conditions prior to a crisis, what would you look for that signals impending or immediate risk?
3. What is a safe and effective precaution that could be taken when you observe these indicators? Explain why that is an appropriate precaution.
4. What is an action that should be avoided? Explain why that action should be avoided.

Observation

Think of a time when you saw a change in a client's baseline behavior.

1. What was the baseline behavior?
2. What was the observable change in behavior?
3. To what level should observation have moved?

4. What kind of support could have been added?

Self-control

1. **Regaining Immediate Self-control.** What is your plan for self-control in the moment?

Breathing:

Physical grounding:

Self-talk:

2. **Restoring Well-being.** Immediately after being threatened or assaulted, what will you do to return to baseline behavior?

3. **Preventing Burnout.** What 2-3 things will you do consistently in your life to support your commitment to self-care?

Chapter 4

Think of an incident in which you witnessed a client go through the phases of the assault cycle.

Describe the client's behavior in each phase.

Chapter 5, Communication

1. List some examples of client assertive communication (verbal and nonverbal) that you have observed.

2. Think about your own communication habits under stress.
 - a. Identify any tendencies you have toward, withdrawn, passive, aggressive, or assaultive communication

- b. What assertive behaviors can you use as a replacement for those habits?

Chapter 5, Development

1. Think of a client whose chronological age and developmental level when triggered/escalating did not match.
 - a. What was the client's chronological age?
 - b. Describe the situation and behavior you observed.
 - c. Which developmental level did the behavior indicate?
 - d. What alternative to escalation could you have offered to meet the developmental level, while respecting the client's age?

Chapter 5, Environment

1. Think of a situation in which a client was triggered/escalating and an environmental alternative interrupted, or could have interrupted, the escalation and reduced the risk of an assault crisis.
 - a. What was the triggering event?

- b. What were the behaviors observed during escalation?
- c. What physical condition or program structure alternative could staff offer to interrupt escalation?

Chapter 5, Basic Needs

1. Think of a situation in which a client was triggered/escalating and a basic needs alternative interrupted, or could have interrupted, the escalation and reduced the risk of an assault crisis.
 - a. What was the triggering event?
 - b. What behaviors were observed during escalation?
 - c. Using Maslow's hierarchy, what was the level of the need?
 - d. What is a basic needs alternative that staff could offer to interrupt escalation?