



# **SELF-CARE, PSYCHOLOGICAL SAFETY, SITUATION-SPECIFIC CONVERSATIONS (SBI)**

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# AGENDA



- Self-Care + Activity
- Psychological Safety
- SBI Model Conversations

Prize for the first person who can describe Psychological Safety in our work environment.

Second prize for the person who can first tell me recent self-care that worked for them!



# What GoodRx says about self-care “that works...”

“If you’re looking to add new tools to your self-care toolbox, take a look at this list of 99 activities you can try to help boost your well-being:”

- [Journal](#) about your feelings.
- [Meditate](#) for 10 minutes.
- Move your body in some way, such as by running, walking, or lifting weights.
- Spend [time in nature](#).
- Take a mental health day.
- Buy yourself a gift.
- Read a book.
- Practice [deep breathing](#).
- Take a “digital detox,” or a [break from social media](#).
- [Practice gratitude](#) by listing five things you’re grateful for.
- Take a drive.
- Enjoy some [comfort food](#).
- Dance to your favorite song.
- Get a massage.
- Do a self-massage.
- [Take a nap](#).
- Listen to music.
- Take a yoga class or [stretch on your own](#).
- Call a loved one on the phone.
- Go on a day trip.
- [Practice mindfulness](#).
- Give yourself a manicure.
- Take a shower or bath.
- Change your environment or scenery.
- Donate time or money to a cause that you care about.

- Repeat an affirmation, like “you are enough,” out loud.
- Schedule an affirmation to play each day on your phone.
- Reflect on an important moment in your life.
- Go to a park and enjoy people watching.
- Curl up with a blanket.
- Make a bucket list and cross off one of the items.
- Plan a family game night.
- Get a good night’s rest.
- Make a scrapbook.
- Attend a class to learn something new.
- Practice acceptance of yourself and others.
- Listen to an inspirational podcast.
- Plan an especially [nutritious meal](#).
- Make a collage of positive quotes and photos.
- Have an outdoor picnic.
- Watch the stars at night.
- Sculpt something on your own or in a class.
- Be mindful of your [caffeine consumption](#).
- Do a face mask.
- Paint a picture.
- Try something new that you’ve always wanted to do.
- Hug someone you care about.
- Go bird-watching.
- [Blow bubbles](#) to mindfully slow down your breathing.
- Take photos of nature.
- Schedule a healthcare appointment that you’ve been putting off.
- Join a [support group](#).

- Face one of your fears.
- Visit an animal shelter.
- Spend [time in the sun](#).
- Color in a coloring book.
- Make yourself a cup of coffee or tea.
- [Set a boundary](#) or say “no” to something that doesn’t serve you.
- Take yourself on a date.
- Make a dish from scratch.
- Write a letter to a friend or family member.
- Diffuse essential oils.
- Listen to an audiobook.
- Fly a kite.
- Do a sudok puzzle.
- Take a trip to a local museum.
- Smile while looking in the mirror.
- Notice five sensations using each of your five senses.
- Watch a sunrise or sunset.
- Watch cute animal videos.
- Make a flower arrangement.
- Explore a landmark in your neighborhood that you’ve never visited.
- Do something that you loved as a child.
- Learn a new joke.
- Make a vision board.

Together, let’s try to make this a bit more manageable:

# Self-Care Mapping\*\*\*

*(Specific, Realistic, Supportive, Restorative)*

## Physical

### 10-minute moment:

Dedicate 10 minutes to yourself outside, doing something you love. Fresh Air = Fresh ideas.

## Emotional

### Managing Triggers:

When I notice strong emotions, pause and use one grounding breath before reacting.

### Positive Self-Talk:

Practice reframing one negative thought per day into a more constructive perspective.

## Mental

### Meaningful Connection:

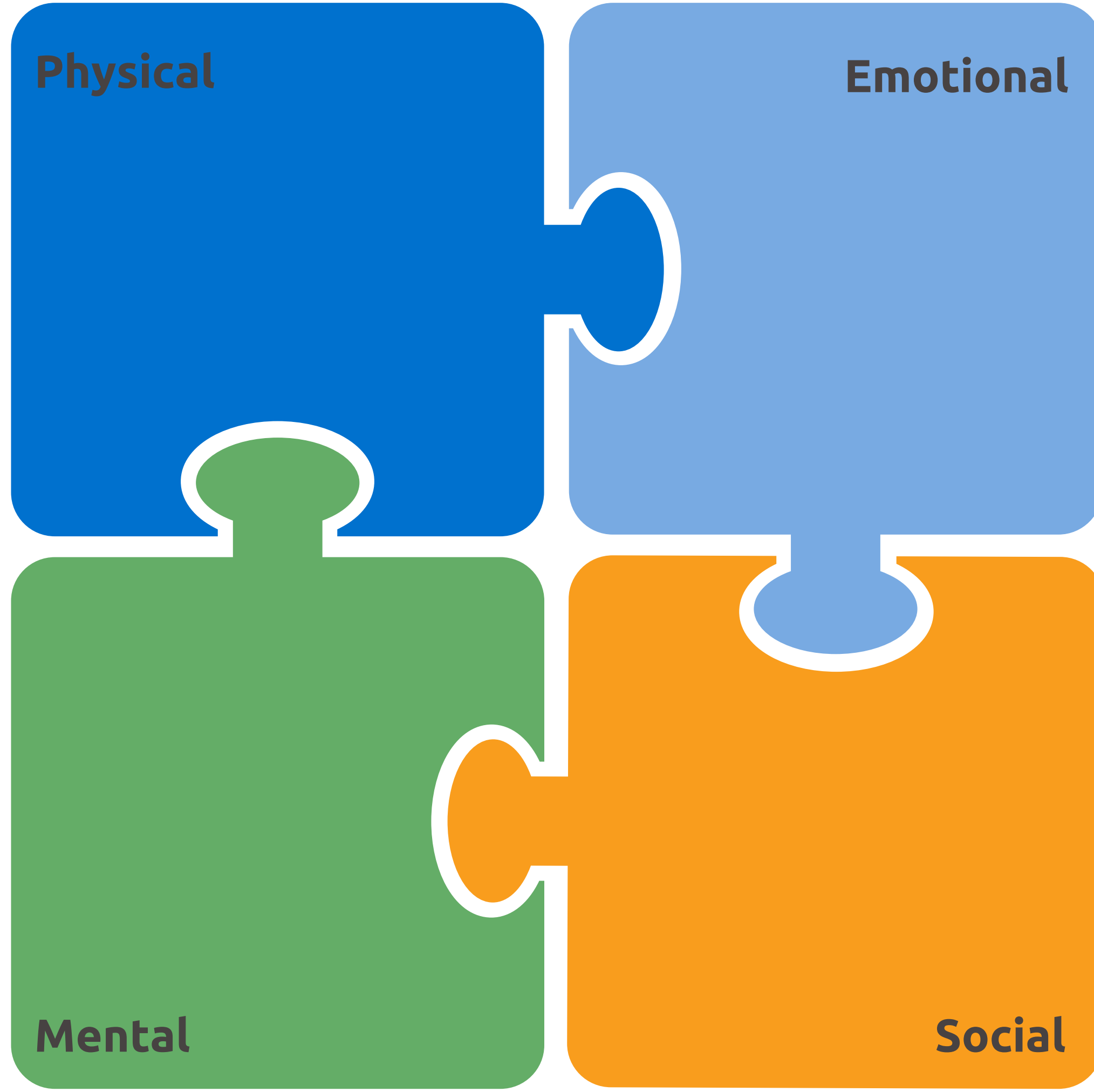
Schedule at least one quality social interaction per week that fills your cup (ex. coffee with a friend).

## Social

Solo Activity:

## Create a self-care map

*(Specific, Realistic, Supportive)*





# Psychological Safety

## *It looks like...*

Psychological safety develops over time. When it exists, members of a team can be themselves, and they share the belief they can take appropriate risks, and they can and should.

-American Psychological Association

(<https://www.apa.org/topics/healthy-workplaces/psychological-safety>)

## *It feels like...*

It feels like proactively asking people for their feedback, and when you feel like you can provide feedback to others with them taking offense.

“It emerges with effort and curiosity and care. When achieved, the result is a more creative, innovative, and successful team and organization.”

-Amy Edmondson

(<https://fearlessorganizationscan.com/the-fearless-organization>)

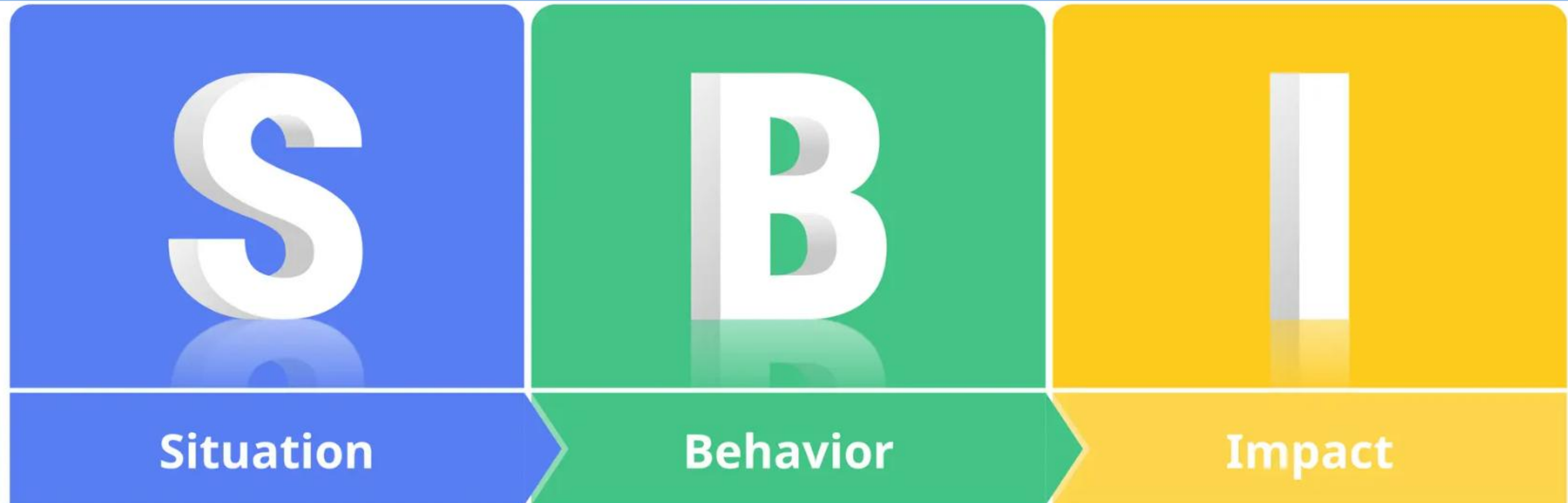
## *Why it matters to us...*

In an environment where we have that psychological safety we feel comfortable providing feedback to one another without feeling shame or unheard.

As staff who take care of others, we rely on one other every day to keep a safe environment for our colleagues and clients.

...but what about when you have to have those difficult conversations with colleagues?

## GET SPECIFIC with the SBI Model of Communication



Describe the situation you're referring to so that the context is clear and specific.

**Facts, place, time, people involved, and circumstances.**

Describe the precise behavior that you want to address and analyze how the person behaved and reacted in that situation.

**Aggressively, coldly, analytically, with empathy, etc.**

Objectively describe the consequences and the impact of the behavior you observed and **how it affected you, the team, the company, etc.**



# Practical Applications

## • Daily Use in Huddles or Debriefs:

Supervisors can use the SBI Model to provide feedback on client interactions or team dynamics.

*Situation: "Yesterday during the afternoon shift, while assisting a client with meal preparation..."*

*Behavior: "You remained calm while the client became upset and threw utensils."*

*Impact: "This de-escalated the situation and kept the environment safe for the client and team."*

## • Aligning Feedback with Values:

The SBI Model ties behaviors directly to Latham's values, reinforcing the organizational culture.

*Situation: "During yesterday's team meeting..."*

*Behavior: "You interrupted a colleague several times."*

*Impact: "This disrupted the discussion and hindered decision-making, which undermines the respect we aim to foster."*

## • Regular Feedback Cycles and Reciprocal Feedback:

The SBI Model can be integrated into performance reviews, check-ins, and team meetings. It encourages reciprocal feedback, fostering transparency and trust.

*Situation: "During last week's shift with staff shortages..."*

*Behavior: "You managed the situation but didn't communicate the changes to the team."*

*Impact: "This led to confusion and affected continuity of care."*

## • Managing Conflict and Difficult Feedback:

SBI helps depersonalize feedback, making it easier to address difficult situations objectively.

*Situation: "Last Friday, when a client was agitated during a group activity..."*

*Behavior: "You raised your voice, which escalated the situation."*

*Impact: "This increased the client's distress and disrupted the group."*

*Thank you to Jessica Zielske and the ABA Network, who worked with Latham Centers in a year-long consultation, some of which included a focus on the SBI Model.*

*These "Practical Applications" and Direct Service Professional related scenarios are based on the consult.*

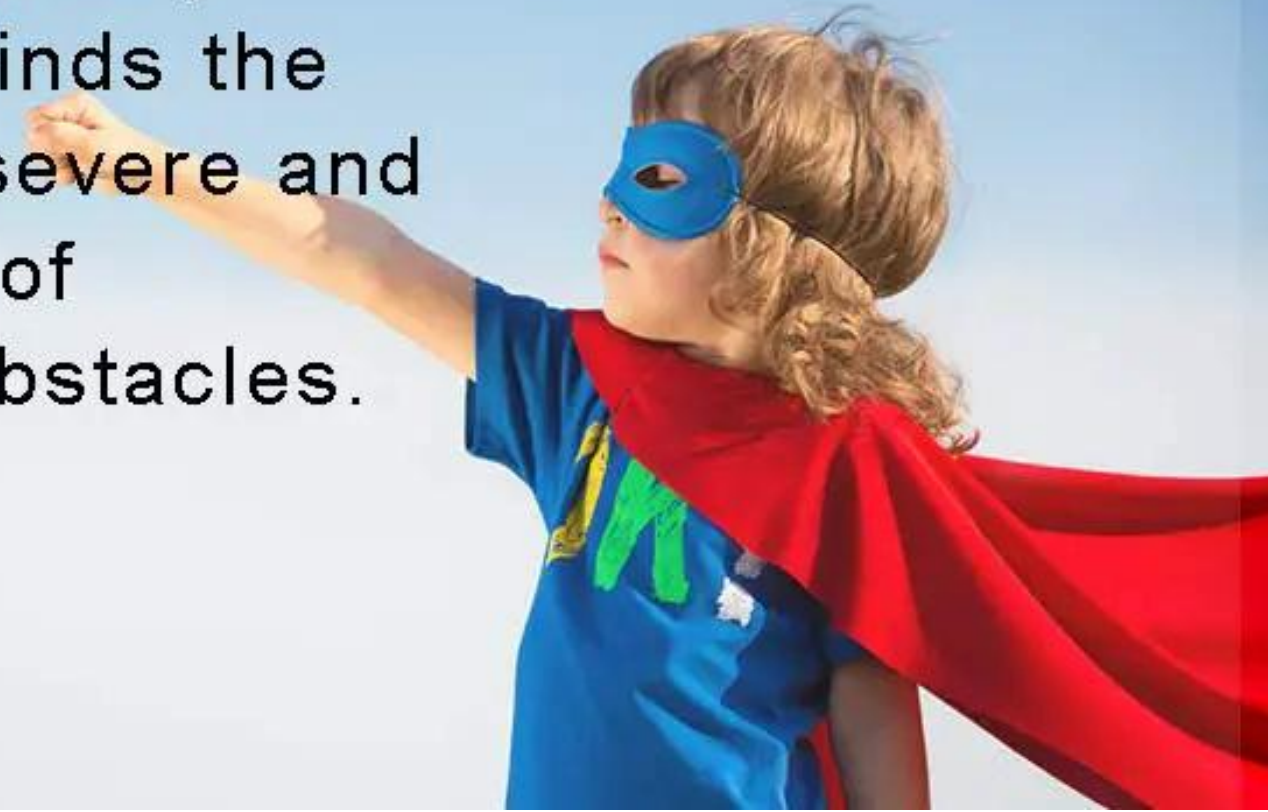


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A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles.

Christopher Reeve



**THANK YOU**

for being a hero to one of our clients or one of your  
colleagues.

Questions? Comments? Ideas?

Feedback?

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