

4 S's OF LEADERSHIP

SAFE SOOTHED
SEEN SECURE

SAFE

I protect those I serve and support from emotional harm and avoid being a source of threat or fear.

WHEN SOMEONE FEELS SAFE THEY...

- Are comfortable with what is going on
- Know what is expected and what to do
- Feel it is okay to be vulnerable and get outside their comfort zone
- Understand what is happening or going to happen
- Sense no internal alarms going off
- Understand the meaning of gestures, words, looks, and tone of voice



TO HELP SOMEONE FEEL SAFE YOU CAN...

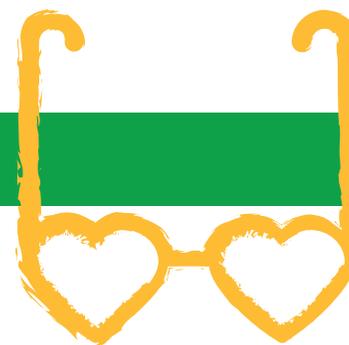
- Invite calm by being calm (posture, tone, pace)
- Get curious- notice what they need and are trying to communicate
- Validate their emotions
- Reduce sensory input
- Offer individualized choices
- Slow down to give time for processing ideas and emotions

SEEN

I notice and see others through the lens of wholeness.

WHEN SOMEONE FEELS SEEN THEY...

- Believe someone else understands their point of view
- Feel that others empathize with their worries, concerns, and fears
- Can tell others notice and address their unmet needs
- Know they are understood as a whole person with many intersecting identities
- Feel others care about their ideas, thoughts, and feelings
- Believe others will uphold their rights



TO HELP SOMEONE FEEL SEEN YOU CAN...

- Notice them as a person behind and beyond their behaviors
- Listen to understand and avoid judgment
- Slow down and avoid rushing to fix things
- Allow for the processing of emotions and offer and/or invite them to employ coping strategies
- Be aware of your own biases, power, and privilege in the situation

4 S's OF LEADERSHIP

SAFE, SEEN, SOOTHED AND SECURE

SOOTHED *I am calm and responsive.*

WHEN SOMEONE FEELS SOOTHED THEY...

- Are flexible, energized, and calm
- Can respond and reflect vs. react and ruminate
- Are not overpowered by emotions
- Are clearly driven by prefrontal cortex (e.g. they are able to manage energy and tension, able to have clear thoughts, actions and judgements)
- Are productive and creative
- Are able to be adjust to changes, make sense of complex situations, and feel grounded in the present moment



TO SOOTHE SOMEONE'S SYSTEM YOU CAN...

- Acknowledge how they feel and allow time and space to process emotions
- Recognize and reduce stressors for them
- Monitor your tone of voice and facial expressions
- Use empathetic, non-verbal communication (e.g. slow movements, inviting posture, welcoming gestures, soft eyes)
- Ask questions that demonstrate your desire to understand their perspective (e.g. Can you tell me more about...)
- Support them to find healthy and helpful strategies to deal with the issue at hand

SECURE *I feel safe, seen, and soothed and therefore confident to solve problems and take clear action.*

WHEN SOMEONE FEELS SECURE THEY...

- Have an internalized sense of well-being
- Are in a state of mental integration (i.e., different parts of the brain work in harmony)
- Are grounded, enthusiastic, and creative
- Are able to connect and join others in positive relationships and interactions
- Are able to manage stressors effectively;
- Are willing and able to try things out and navigate uncertainty



TO HELP SOMEONE FEEL SECURE YOU CAN...

- Set clear boundaries that breathe (boundaries that are flexible and change as the situation changes)
- Help support them to find creative solutions to problems
- Get curious about your own biases and reactions
- Connect emotionally with them
- Forgive them
- Acknowledge and repair harm when needed