

# THE CYCLE OF UNMET NEED

UNMET NEED

## Address the NEED

- Ask: What do you need?
- Listen
- Validate Feelings
- Show Empathy
- Be an ally

Behavior

The LOOP

Our Response

Escape **the LOOP** (the cycle) by addressing the need.

You repeat the cycle by addressing the behavior only.

## The 3 Parts of the Communication Process

1. Create a Positive Contact
2. Find the Need
3. Explore Options

If we address the behavior and overlook the unmet need, the person is in control...not you.

When you address the need you are doing what's best for both parties.

## How do you know when you're in **The LOOP?**



You find yourself:

**Frustrated**

**Angry**

**Exhausted**

**Confused**

**Scared**

**Getting the same undesired results**

### Possible NEEDS:

Security/Safety  
Structure/Boundaries  
Control/Ownership  
Affirmation/Affection/Praise  
Respect/Recognition  
Belonging/Connection/Intimacy  
Emotional support/ Validation  
Compassion/Understanding  
Acceptance/Forgiveness  
Conversation  
Recreation/Entertainment  
Commitment  
Admiration  
Support  
Physical Touch  
Rest/Food/Shelter  
Quiet/Peace  
Stimulation  
Expression/Freedom  
Fulfillment

### Some things to remember:

- If people are OK, they do what they should.
- People are difficult because they have an unmet need.
- See challenging behaviors as symptoms of an unmet need instead of problems
- Agree, validate, listen, problem solve, provide choices
- Get on their side and deal with people in a positive way.
- Be an ally. Aim for a win/win situation
- If you don't like how you're feeling or how you're acting, LOOK at how you're THINKING
- Know your buttons (What irritates you?) and self-regulate
- Step back and become aware of how you are feeling (name it)