REFLECTIVE SAFEGUARDING PRACTITIONER™ TRAINING · MODULE 4

Student Workbook

Case Activity: Disciplined Discernment Under Pressure

This workbook accompanies the Module 4 case activity. Work through each section in writing. It is not submitted or marked — it is yours to keep, and you will draw on it for your portfolio.

Name	Date	Cohort / notes

The Scenario

A client arrives distressed. Her flatmate has changed the Wi-Fi password twice, moved the client's food to a lower shelf, and last night “slammed every door in the house”. The client says: “She's trying to push me out. I know it. My last flatmate did exactly this.”

There is no immediate risk indicated, but the client is frightened and wants you to tell her what to do.

1 · SEE: Settle & Scope

What would you say in the first two minutes? Include a brief risk check.

2 · SEE: Describe

List the observations. Separate them from interpretation.

Observations (what was actually seen, heard or reported)

Interpretations (meaning, motive or pattern being assumed)

3 · UNDERSTAND: Notice the Pattern

The client has offered you a pattern (“my last flatmate did exactly this”). How do you acknowledge this as part of her experience without adopting it as a confirmed truth about the current situation?

4 · UNDERSTAND: Discern Alternatives

Generate at least four credible, decision-relevant alternative explanations for the flatmate's behaviour. For each, note the specific, observable evidence you would expect to SEE if that explanation were true.

Alternative explanation 1

If this were true, what specific, observable evidence would you expect to SEE?

Alternative explanation 2

If this were true, what specific, observable evidence would you expect to SEE?

Alternative explanation 3

If this were true, what specific, observable evidence would you expect to SEE?

Alternative explanation 4

If this were true, what specific, observable evidence would you expect to SEE?

5 · CHOOSE: Hold Impact

Whatever the explanation, the client is frightened in her own home. How do you keep the full weight of her experience and distress central while exploring different possibilities?

6 · CHOOSE: Identify Options

Without making a decision yet, note what a proportionate response might look like under each of your alternative explanations. Notice the pressure to choose immediately.

Points to Watch

• “I know it” reflects the client's certainty. Your role is not to argue with this, but to acknowledge her experience and describe the situation from her perspective.

• The previous flatmate's behaviour is context for the client's current experience, not evidence about the current flatmate's actions or intentions.

• Door-slamming is an observation. “Trying to push me out” is an interpretation of motive.

• Your own history with housemates or with conflict is now in the room. Acknowledge its presence and ensure it doesn't unduly influence your discernment process.

SEE → UNDERSTAND → CHOOSE → PARTICIPATE in Action

SEE: You are observing the client's distress and the reported events, separating observation from interpretation.

UNDERSTAND: You are considering credible alternative explanations for the flatmate's behaviour, without manufacturing doubt where none exists, and locating responsibility accurately based on available information.

CHOOSE: You are helping the client identify boundaries, options, risks, and consequences, empowering her to make an informed choice grounded in her dignity, values, and internal authority.

PARTICIPATE: The client will ultimately decide whether to participate, withdraw, continue with conditions, seek repair, escalate, refer, or take protective action. Your role is to support her in this process, ensuring her participation is hers to give, limit, or remove.

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