

PROGRAM CALL GUIDE

The following is a guideline that can be used to start a conversation with another ISA member:

1. Introduction

"Hi this is _____ from ISA. Would this be a good time to talk?"

2. Feeling check-in using the PIES model

"**P**hysically I am feeling...."

"**I**ntellectually I am feeling..."

"**E**motionally I am feeling...."

"**S**piritually I am feeling...."

3. Behavioral check-in

Outer Circle: "I am doing these things to take care of myself."

Middle Circle: "I've struggled with the following behaviors..."

Inner Circle: "I've acted out in the following way..."

4. Request for accountability

"I'm planning on taking care of myself in the following ways..."

"I am open for feedback if you have any suggestions for me."

5. Expression of gratitude

"Thank you for your time today...."

If someone cannot talk at the moment, we trust them to tell us that and do not take that personally. This is not a rigid format, but a suggested one. Do not be afraid to make a call!