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| **Support Strategies**  The things we can do or say to stop the situation from escalating further and return \_\_\_\_\_\_\_\_\_\_\_\_\_ to the proactive phase as soon as possible. | **Behaviour**  What \_\_\_\_\_\_\_\_\_\_\_ does, says and looks like that gives us clues that he/she becoming anxious or aroused. |
|  |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Amber Strategy