

## CONTROL & AGENCY

- Freedom & authority
- Maintaining status
- A voice in the conversation
- Outlet to state objections
- Autonomy

## CONNECTION

- Expression
- Relationships
- Inclusion
- Acknowledgement of stress
- Reassurance & support
- Familiarity



## INFORMATION & UNDERSTANDING

- Clear systems
- Clear expectations
- Plans to return to normalcy
- Justification for the change
- Logical decision making
- Information about the situation

## STABILITY & SAFETY

- Predictability
- Confidence things will work
- Privacy & space to adjust
- Freedom from pressure