

The BEN Model

Behavior – Emotion – Needs - Interests


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What do you think would happen if you were to better understand the needs, interests, positions, and challenges of others who appear to have a completely different ideological viewpoint than your own?

Behavior

Emotion

Need



BEN
Model



NEEDS

INTERESTS

POSITIONS

- **Needs** are necessary for an organism to live a healthy life and are distinguished from wants. In the case of a need, a deficiency causes a clear adverse outcome or dysfunction.
- **Interests** are feelings that accompany or cause special attention to something or someone; a concern; underlying reasons, values or motivations.
- **Positions** are surface statements of where a person or organization stands, and rarely provide insight into underlying motivations, values or incentives.

Emotions come first and are universal.

What kind of **feeling(s)** arise will vary enormously from person to person and from situation to situation because feelings are shaped by individual temperament and experience.

Two people can feel the same emotion but label it under different names.

When Needs are Satisfied

Affectionate, Kind

Engaged, Interested

Hopeful, In Awe

Confident, Assured

Excited, Exhilarated

Grateful

Inspired, Refreshed

Joyful, Happy

Peaceful, Calm

Thoughtful

Compassionate, Altruistic

When Needs are Not Satisfied

Afraid, Fearful

Annoyed, Anxious

Angry

Averse, Disconnected

Confused, Distracted

Embarrassed

Fatigued, Physical Pain

Sad

Tense

Vulnerable, Scared

Betrayed

Our Needs

Connection..... Love - Affection - Belonging - Equality -
Respect - Meaning - Community - Consideration -
Compassion - Purpose - Happiness

Safety..... Physical & Emotional Security - Trust - Support -
Stability - Less Suffering

Challenge..... Learning - Growth - Competence -
Independence - Stimulation

Structure..... Boundaries - Predictability - Reliability -
Control - Choice

Emotions and Feelings

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Confident, Assured
Excited, Exhilarated
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Our Needs

Connection

Love - Affection - Belonging -
Equality - Respect - Meaning -
Community - Consideration -
Compassion - Purpose -
Happiness

Safety

Physical & Emotional Security -
Trust - Support - Stability - Less
Suffering

Challenge

Learning - Growth -
Competence - Independence -
Stimulation

Structure

Boundaries - Predictability -
Reliability - Control - Choice



This is how to use BEN

First: Pay attention to the behavior or set of behaviors that you are witnessing.

Second: Identify the emotion(s)/feeling(s) that may be behind the behavior(s).

Third: Try to determine what need(s) you think are being met or NOT being met.

Fourth: Ask yourself - Can I/We meet these needs? If so, how? If not, why not?

Fifth: Acknowledge to yourself and/or between the parties that there may be needs that are not being met. Discuss if there is a way to meet those needs, and if so, how? If not, why not?

Proceed Wisely