

The CIA Model

Human relations specialist Neil Thompson and social work lecturer Sue Thompson discussed the CIA model in their 2008 book, *The Critically Reflective Practitioner*. It's a versatile problem-solving and time- and stress-management tool that identifies three ways to respond to challenges:

1. **Control:** identify the issues or elements of the situation that you control/change.
2. **Influence:** identify the elements that you can't control, but that you can influence.
3. **Accept:** identify the things that you can neither control nor influence.

Make a list of everything that is causing you any kind of concern at the moment.

Now categorise these by writing them into the diagram on the next page those which you can control/change, those which you can only influence (if you choose to do so) and those you will probably just have to accept.

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