EBEN Integrated Model (a product of Eben System TM) Practitioner Guide

Practical Application Handbook (Version 1.0)

1. Introduction

The EBEN Integrated Model™ is a decision method used to determine why action fails and how to intervene effectively. This guide explains how practitioners apply the model in real-world situations.

The model works by aligning three conditions:

- Readiness (When action can occur)
- Constraint (What prevents action)
- Context (Where change should happen)

If these three are not aligned, action will not occur regardless of effort.

2. The EBEN Decision Logic

Always analyse problems using this sequence:

1. Assess readiness
2. Diagnose the dominant constraint
3. Select the correct leverage level
4. Reassess and adapt

Never change the order.

3. Step 1 — Assess Readiness (WHEN?)

Determine whether the person, group, or organisation is prepared to act.

Indicators of Low Readiness

- Avoidance
- Denial of relevance
- Passive agreement without action
- Repeated postponement

Indicators of High Readiness

- Asking how to act

- Seeking instructions
- Attempting behaviour
- Requesting resources

Practitioner Action

If readiness is low → build awareness If readiness is medium → support planning If readiness is high → move to constraint diagnosis

Do NOT provide training before readiness exists.

4. Step 2 — Diagnose the Constraint (WHAT?)

Identify the dominant barrier preventing behaviour.

Capability Constraint

They want to act but cannot perform the task. Action: Teach, train, demonstrate

Opportunity Constraint

They can act but the environment prevents it. Action: Remove barriers, provide tools, change access

Motivation Constraint

They can act but see no reason to act. Action: Clarify value, relevance, or consequences

Always target the dominant constraint first.

5. Step 3 — Select the Leverage Level (WHERE?)

Determine the system level where change will be effective.

Level	Example Intervention
Individual	Coaching
Interpersonal	Team agreement
Organisational	Process redesign
Community	Norms or networks
Policy	Rules or regulation

Intervening at the wrong level results in failure even if the solution is correct.

6. Step 4 — Reassess (ADAPT)

After intervention, reassess the situation.

Expect the dominant constraint to change. Repeat the cycle.

The model is continuous, not one-time.

7. Common Failure Patterns

Premature Training — teaching before readiness

Motivation Overuse — persuading when barriers exist

Structural Overreach — changing policy for a skill problem

Level Error — targeting individuals for system failures

8. Quick Application Template

1. What is the behaviour?
2. Are they ready?
3. What stops them?
4. Where should change occur?
5. What changed after intervention?

9. Practical Example

Problem: Employees ignore a new reporting system

Step 1 — Readiness: They see no need for change → Low readiness

Step 2 — Constraint: Motivational

Step 3 —Context: Organisational communication

Action: Explain purpose before training

Training before explanation would fail.

Example 2 — Workplace Digital System Adoption

Problem: Staff resist using a new digital reporting platform

Step 1 — Readiness: Low (perceived as extra work)

Step 2 — Constraint: Motivational

Step 3 — Context: Organisational communication

Action: Explained decision purpose and removed duplicate paperwork

Result: Adoption increased before any technical training

Insight: Training failed previously because readiness was absent.

Example 3 — Student Learning Engagement

Problem: Students do not complete assigned learning modules

Step 1 — Readiness: High (want to succeed)

Step 2 — Constraint: Capability (unclear instructions)

Step 3 — Context: Individual learning guidance

Action: Provided step-by-step demonstration and examples

Result: Completion rates increased immediately

Insight: Motivation existed; skill clarity was missing.

10. Key Principle

Effective intervention is not about effort. It is about alignment.

Action occurs only when timing, barrier, and level match.