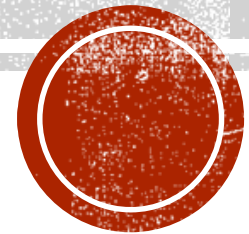


HOT TOPIC CONVERSATIONS

How to Communicate Effectively When Emotions Run High





WHO AM I?

Jacqui T-Wolf



ESSENTIALLY

To communicate effectively when emotions run high, you must pay attention to both:

1. Ideas
2. Feelings

Basically, maintain two levels of awareness.



DISCLAIMER: I AM A WORK IN PROGRESS

- I want to share with you things that have worked for me in my quest to be a better communicator.
- I do not claim to be a master of these techniques.
- I have been known to lose my temper.



WHAT IS A HOT TOPIC CONVERSATION



WHAT IS A HOT TOPIC CONVERSATION

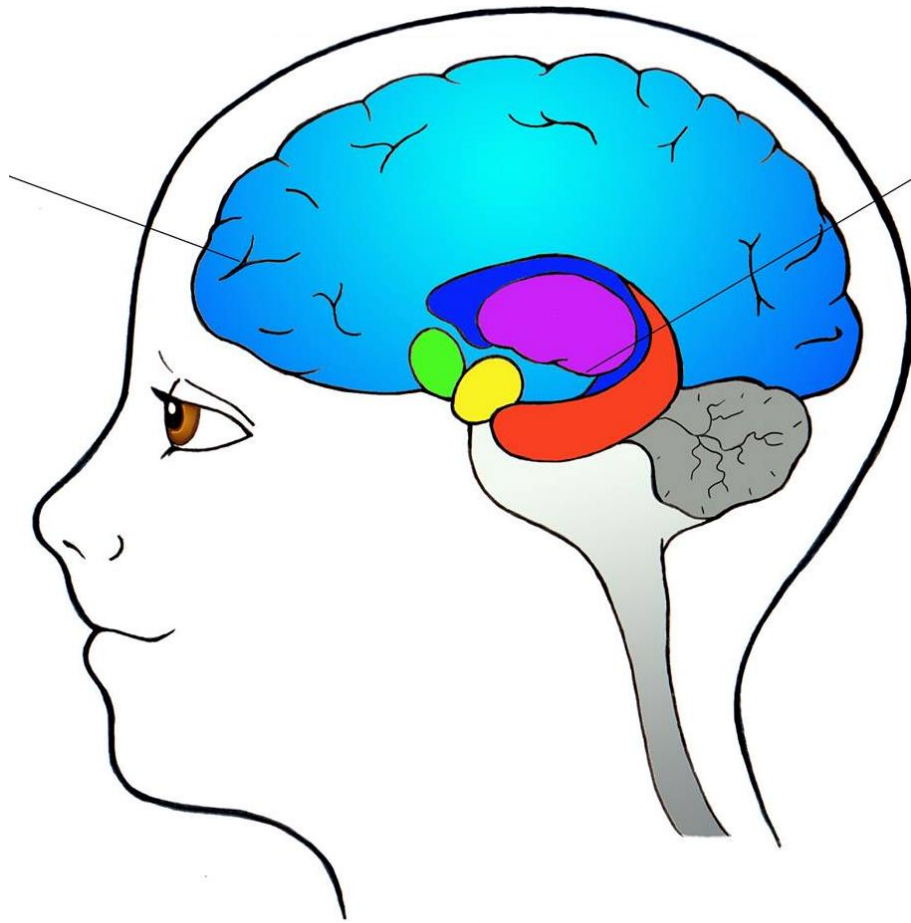
1. You want to change or improve something.



WHAT IS A HOT TOPIC CONVERSATION

1. You want to change or improve something.
2. You have feelings about it.

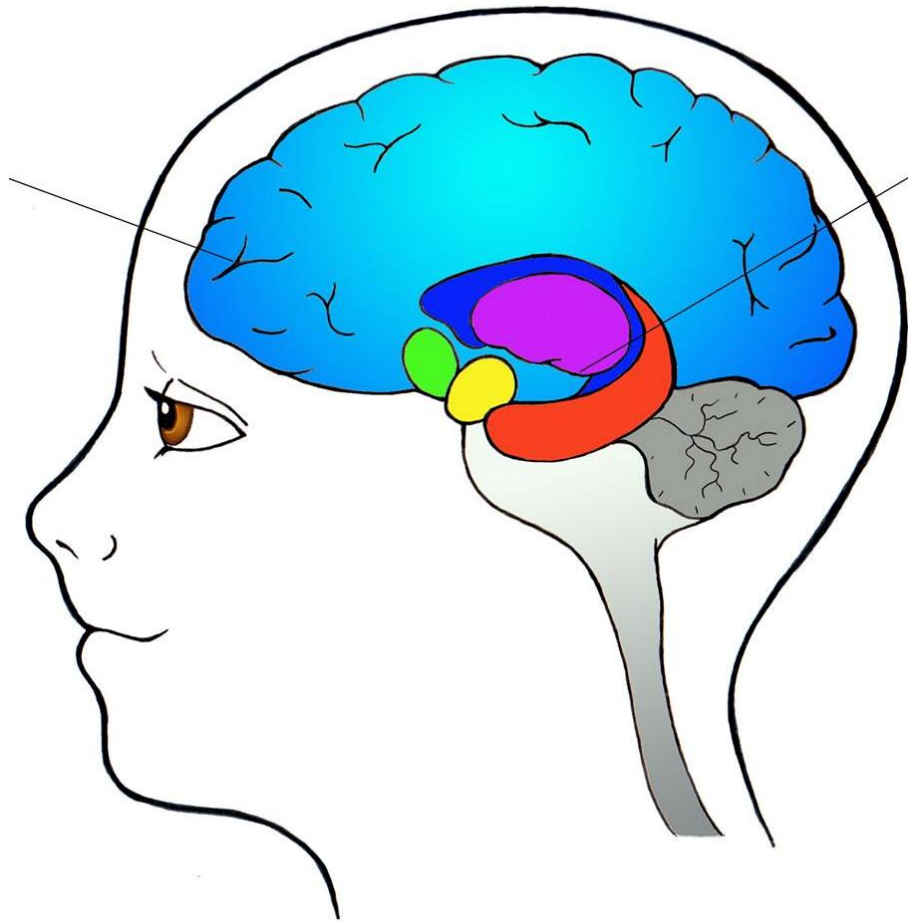




THE MIND SIMPLIFIED

The PRIMITIVES
The AMBASSADORS





The
PRIMITIVES

OUR BASE PROGRAMMING IS SURVIVAL

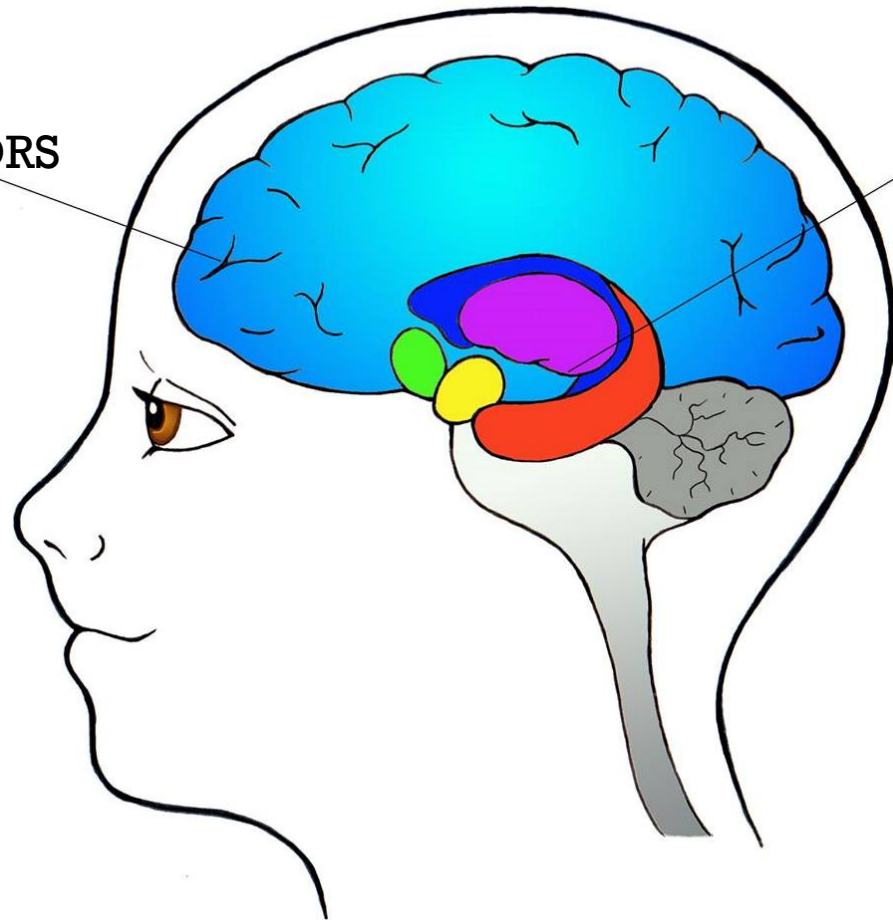
The Primitives scan for danger, flood the mind and body with chemicals when triggered, affect digestion, respiration, and muscles.

You have a few seconds once triggered, to feel it before the system takes over.

Once the whole system is triggered, it can take 20 minutes for all the chemicals to flush out of your system.



The
AMBASSADORS



The
PRIMITIVES

THE SOCIAL ENGAGEMENT SYSTEM

We have awareness on our side.





STRIKE FIRST. ASK QUESTIONS LATER.

The Lizard Brain



SELF-CARE

The ideal first step is for you to self-reflect before you respond...

In those moments of self-reflection, you tune into yourself and ask yourself these questions: What is my state of mind right now? Am I calm, loving and accepting or am I angry, frustrated and critical?

If you are calm, loving and accepting, you can go on to the next step. If you are not in a calm, loving and accepting place, STOP! You will accomplish little by approaching [someone] in this state of mind.

- Kathryn J Kvols

-



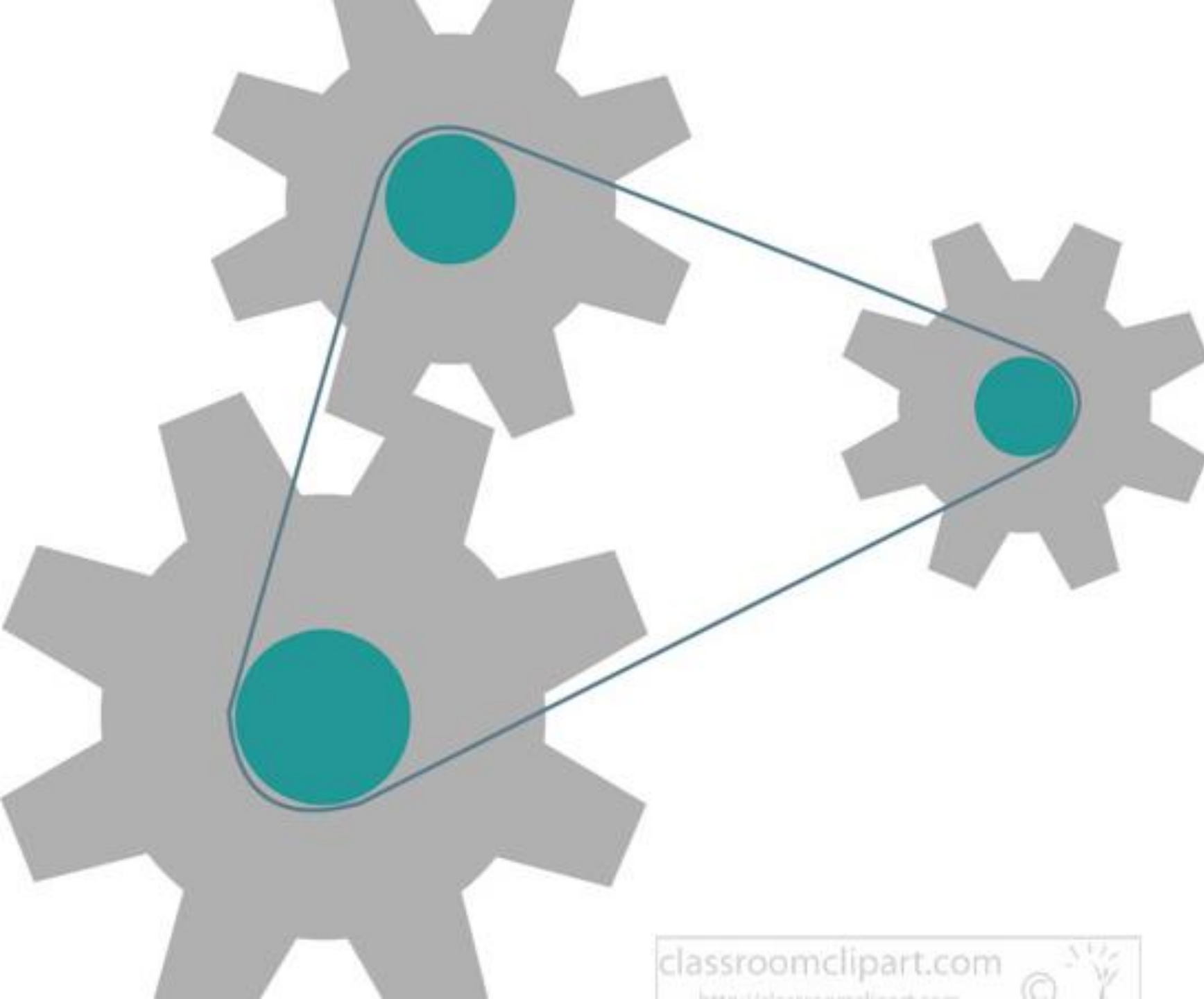


SELF-CARE

You are a singular being.

What does self-care mean to you?

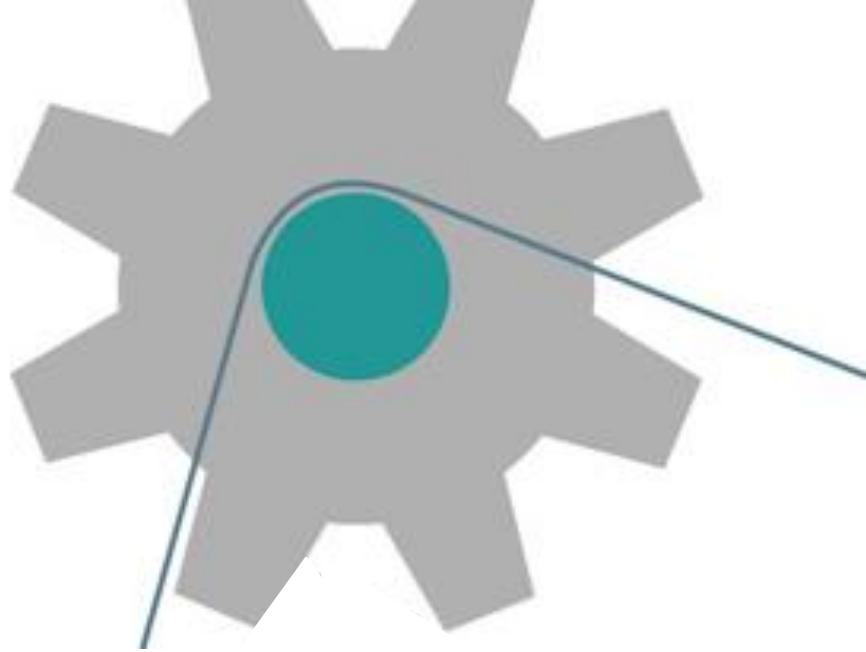




THE TRAINING CYCLE

Ver. 2.0

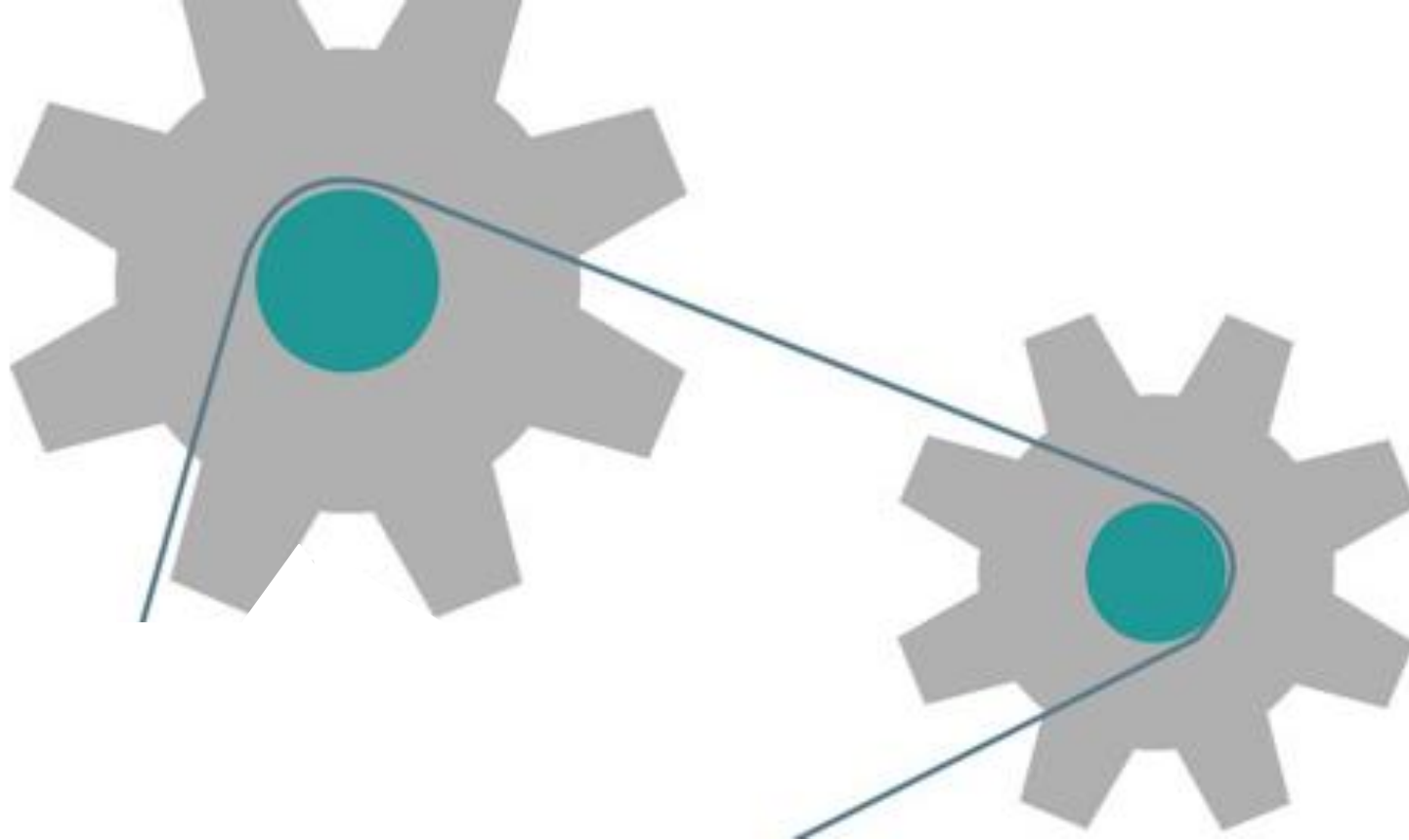




APPROVAL

First part of a training cycle.

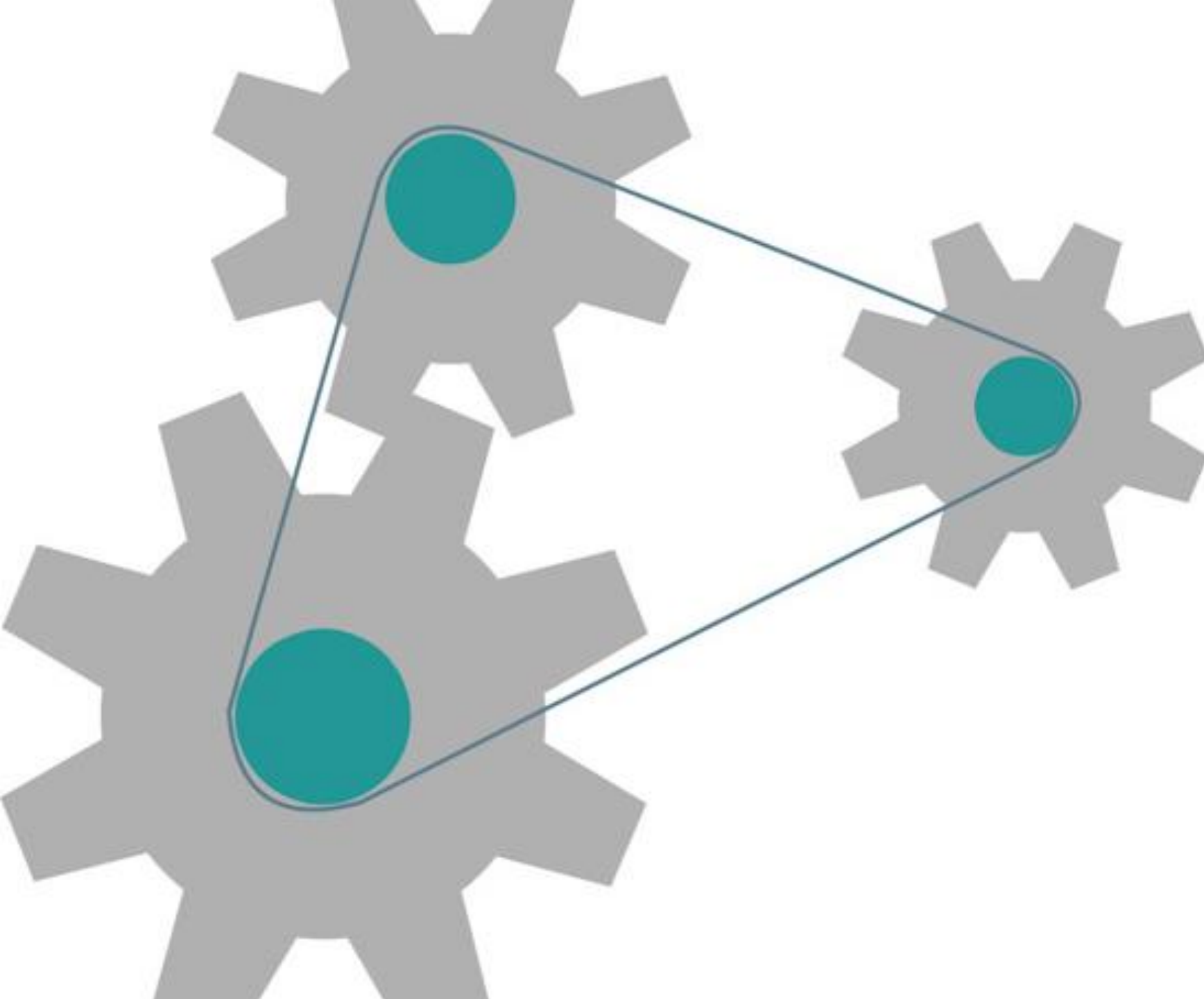




ASK FOR WHAT YOU WANT

Must be accomplishable.





ACKNOWLEDGEMENT

Closes the training cycle.





WHEN IT'S SAFE, YOU CAN SAY ANYTHING

Most people can hear ideas they don't agree with when the relationship is strong.



Safe space

What do I really want?

Gratitude

**DURING THE
HOT TOPIC
CONVERSATION**

Maintaining two levels of awareness.





TECHNIQUES FOR KEEPING THE CONVERSATION SAFE

Stepping in and Stepping out

Repeating what you heard





**KEEP
CALM
I'M THE
MEDIATOR**

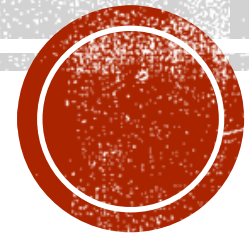
A THIRD PARTY CAN BE HELPFUL

A mediator's whole job can be to
keep their eye on the atmosphere,
keep it sane and civil



HOT TOPIC CONVERSATIONS

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SASHETS

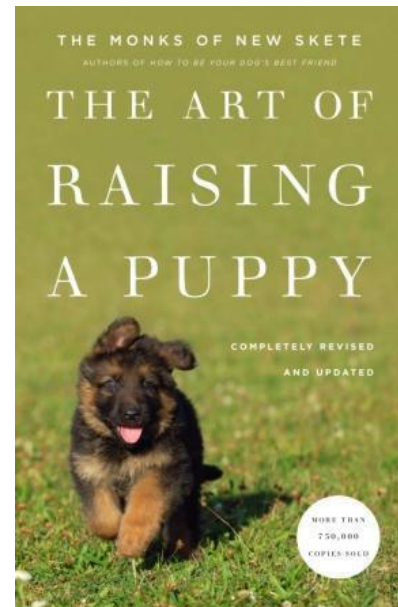
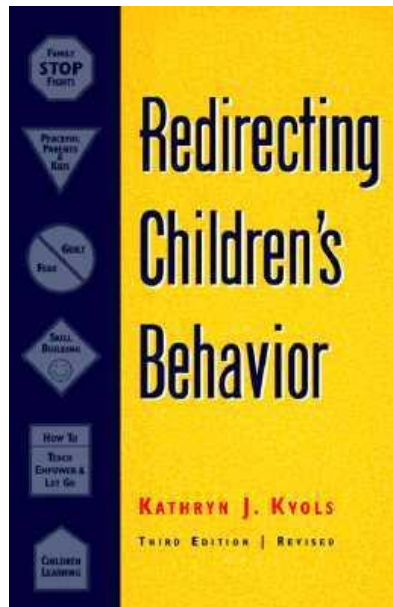
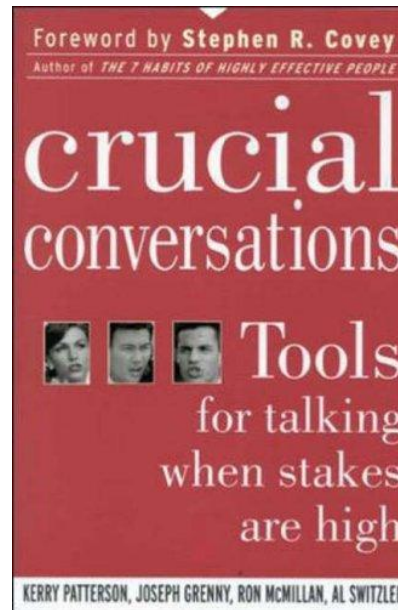
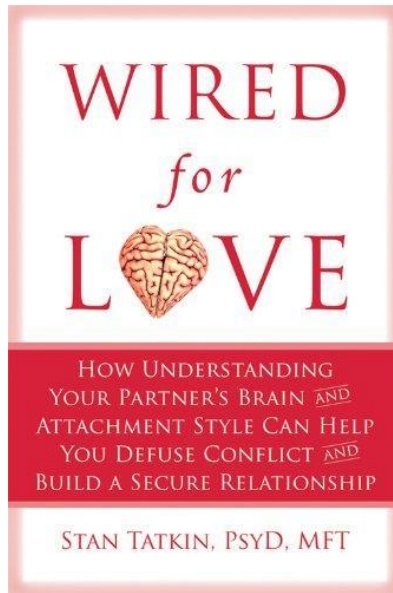
- Sad
- Angry
- Scared
- Happy
- Excited
- Tender
- Shame

FEELINGS: A SHORTLIST

For a comprehensive list:

https://www.cnvc.org/sites/default/files/feelings_inventory_0.pdf





BOOKS

Wired for Love

Crucial Conversations: Tools for talking when stakes are high

Redirecting Children's Behavior

The Art of Raising a Puppy

