

How To Respond Well to Challenging Situations

How to have Hard Conversations and Respond Well

- We probably already know our “Truth”, and *could* easily React impulsively, with unhealthy reactions.
- Breathe...take time to THINK of “Front-Loading” your truth with Support and Empathy.
- The conversation will likely go better!

3-Sentence Conversation:

Support [State the nature of your relationship, confirm positive status]

Empathy [State the feelings and/or thoughts you hear the person said]

Truth [Front-Load the Truth with Support and Empathy, Also called, “Soft Start Up”]

REPEAT OVER and OVER

Support

Empathy

Truth

<https://www.psychologytoday.com > basics > empathy> ⋮

Empathy | Psychology Today

Empathy is the ability to recognize, understand, and share the thoughts and feelings of another person, animal, or fictional character.

“Empathy is often defined as understanding another person's experience by imagining oneself in that other person's situation: One understands the other person's experience as if it were being experienced by the self, but without the self actually experiencing it.”

How To Respond Well to Challenging Situations

How to prepare for a difficult conversation:

- Make sure you are calm and not upset, that your brain/body is not feeling "flooded" with emotions.
- We probably already know our Truth, or the thing we want to make sure the other person hears and understands.
- However, as you know, some people Do Not respond well to confrontational conversations, have trouble admitting they are wrong, and can only see things from their point of view.

Support

Empathy

Truth

Repeat

Support

Empathy

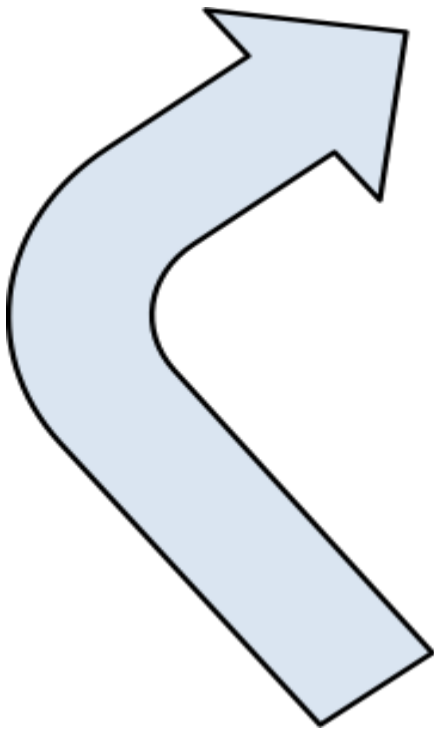
Truth

How To Respond Well to Challenging Situations

We probably already know our “Truth”, and *could* easily React Impulsively, with unhealthy reactions. **Breathe...take time to THINK of “Front-Loading” your truth with Support and Empathy.** The conversation will likely go better!

3 sentences:

✚ You *Could* choose to AFFIRM the other person’s viewpoint as Valid, right off the bat...Sometimes, that’s appropriate.



Support

State the nature of your relationship &
Confirm a positive status.

Empathy

State the Feelings or Thoughts you heard
from the other person.

Truth

Front-Load your Truth with Support and
Empathy. This is also called, “Soft Start Up”

Loop back to

- Over and over...
- WITH respect and dignity for the person you are speaking to,
- Stands a *better* change of going *well*.

HOWEVER...not everyone will respond well, or is safe to do this with.
“Detach and Notice”.

How To Respond Well to Challenging Situations

“Detach and Notice”

Observe, See what is happening.....

Use the word **NOTICE**. “I notice _____”

Detach from fault finding, blame, and shame.....**WITHOUT JUDGMENT**

Do some Self-Care 1st

Give yourself some space.

Sense the Feelings rise
within you.

Your Feelings aren't Right
or Wrong

but

What you Do about your
Feelings can either make
it worse or better?

**Stop for self
care.**

**Then think about
engaging...**



Rules of Engagement

FOCUS

on a Win-Win outcome

Unconditional Positive

Regard for the Person

Remember... We Solve
PROBLEMS, Not People.

What is the Actual Problem?

Your Goal is to Make the Relationship
with the Person...**STRONGER!**