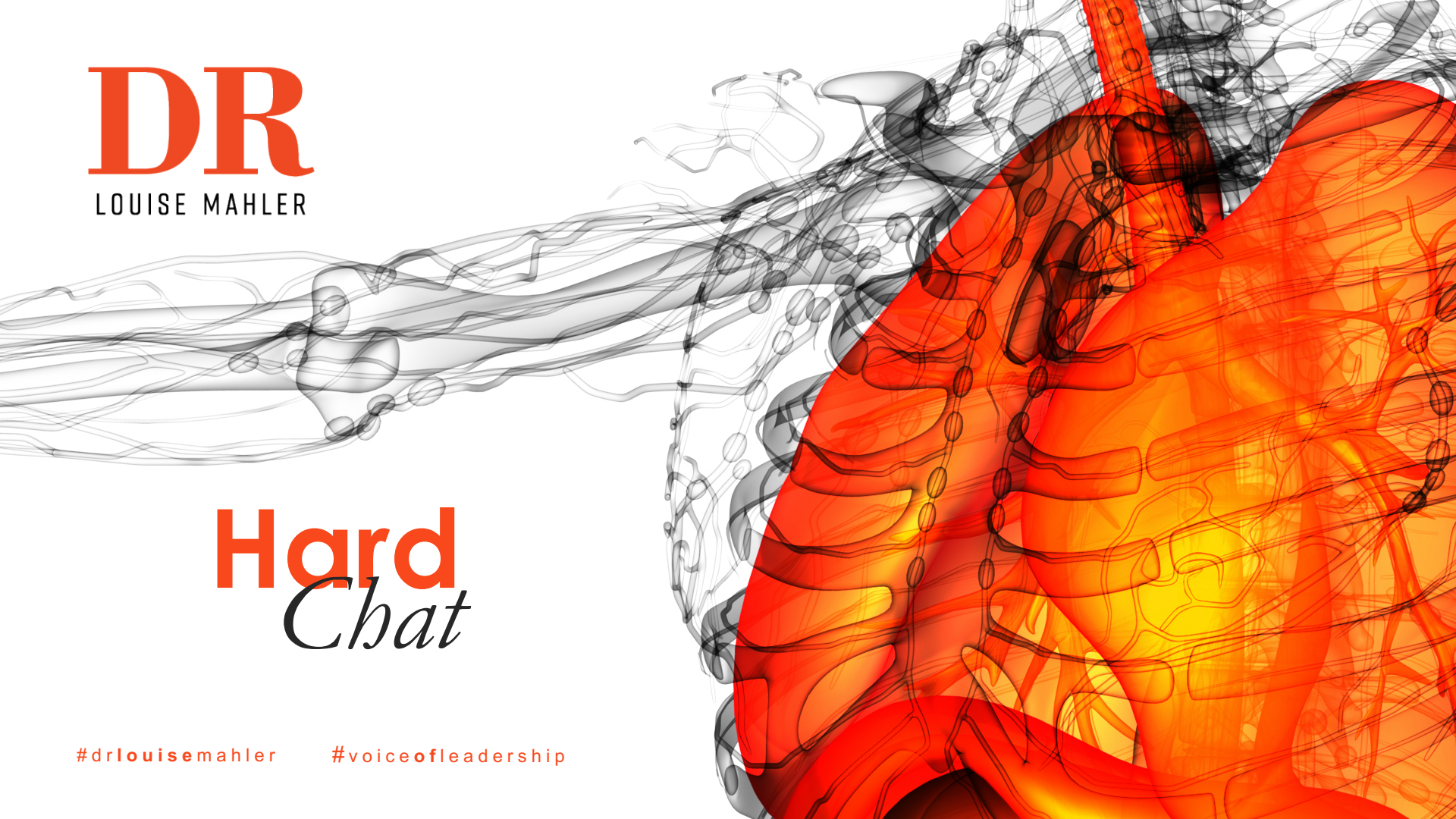


DR
LOUISE MAHLER

Hard *Chat*

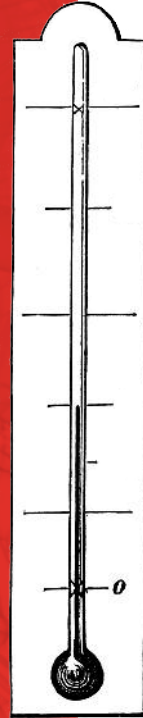
#drlouisemahler

#voiceofleadership



HARD CHAT

Handling emotional situations



Motherhood statement

4 step process

3 step process

2 step process

1 step process

Emotional thermometer

1
Step

ANSWER



2 *Step*

JOKE

QUOTE

QUESTION

ANALOGY

FAIRY
-TALE

STORY

MESSAGE



Step 3

		 WORDS TO SAY	 ILLEGAL WORDS	 EYES	 GESTURES	 BODY
ACKNOWLEDGE		It's / That's Thank-you I'm sorry	I understand	On person	Reaching towards them	Move forward
	LINK	Sounds like, looks like, feels like So what your are saying is				
REFLECT		a. Emotion b. Content		On person	Arms move to one side	
	LINK	On the other hand... From my perspective... In answer to that...	But However			
ANSWER				Away from person	Arms move to opposite side	Turn body away



Step 1



LINK

DESCRIBE SITUATION

EXPRESS FEELING

GIVE REASON

OFFER ALTERNATIVE



WORDS
TO SAY

ILLEGAL
WORDS

GESTURES

Anything positive		Reach out towards them
On the other hand	But, However	Bring the hands back slowly
When...	You...	1 st List position
I feel... (emotion) Eg. confused, frustrated	Non-emotional words	2 nd List position
Because...		3 rd List position
Maybe.... I would prefer....		4 th List position
Something positive		Reach out towards them



WHAT YOU DO



FOR WHOM



FOR WHAT PURPOSE

Motherhood *statement*

