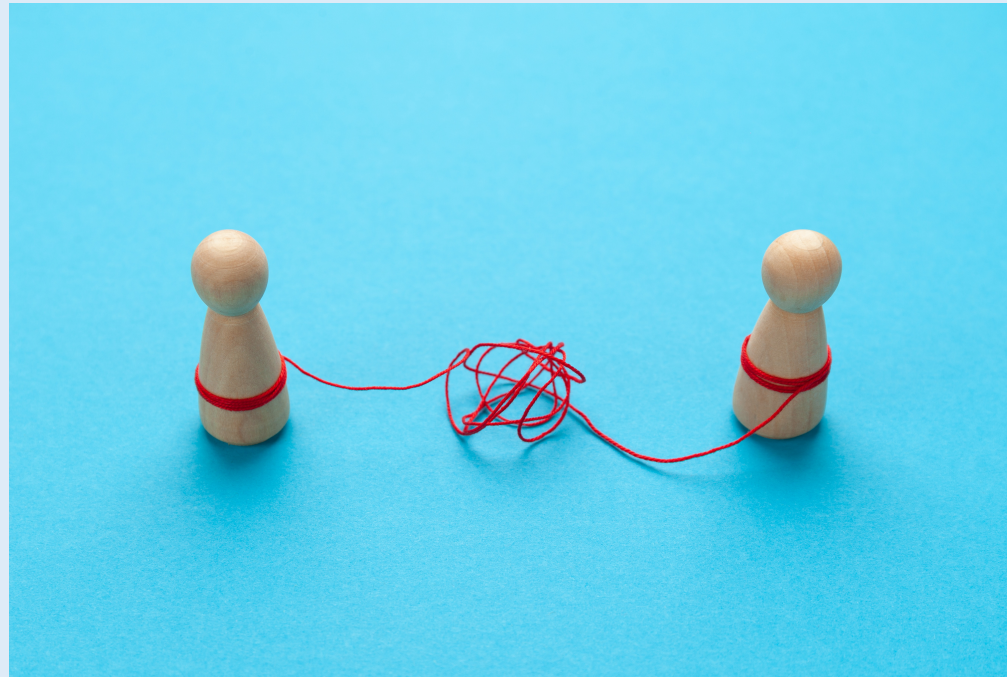


Courageous Conversations during Challenging Times



Dr Emma Kell

TODAY'S SESSION



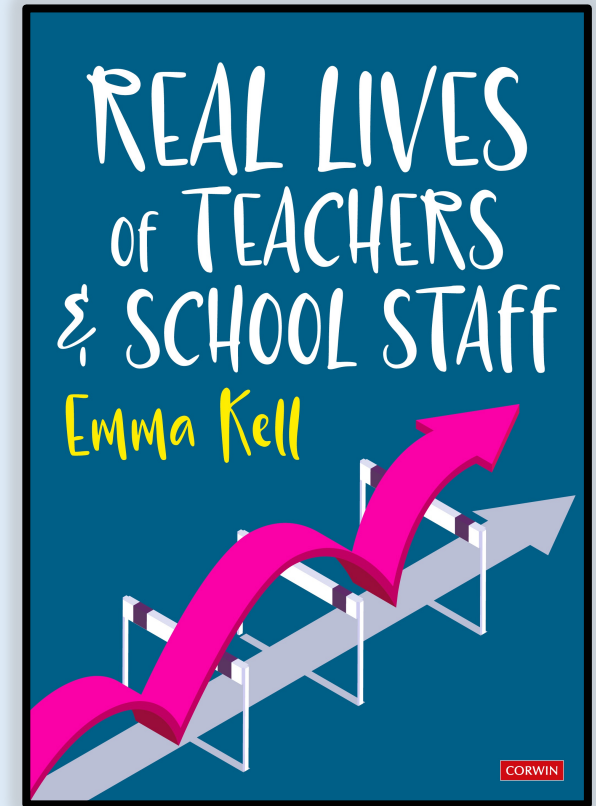
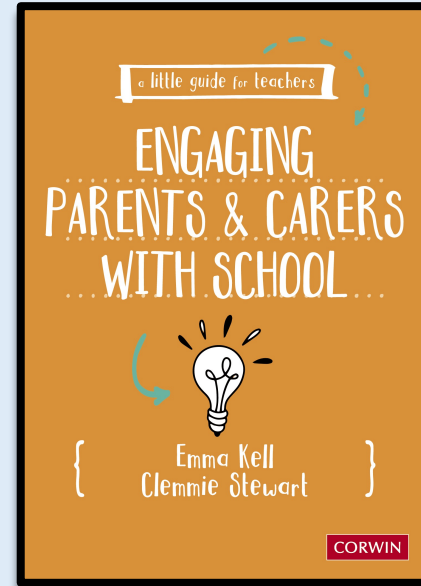
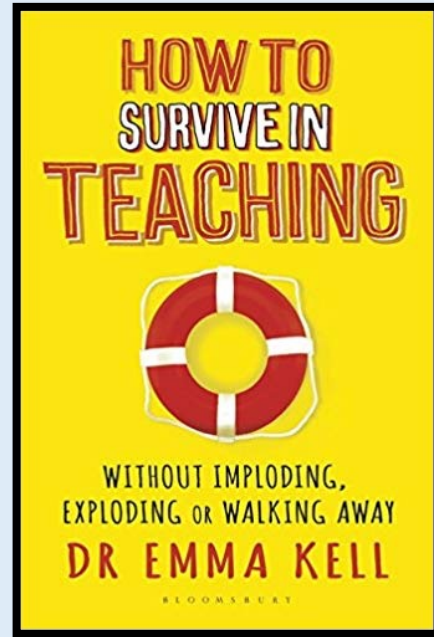
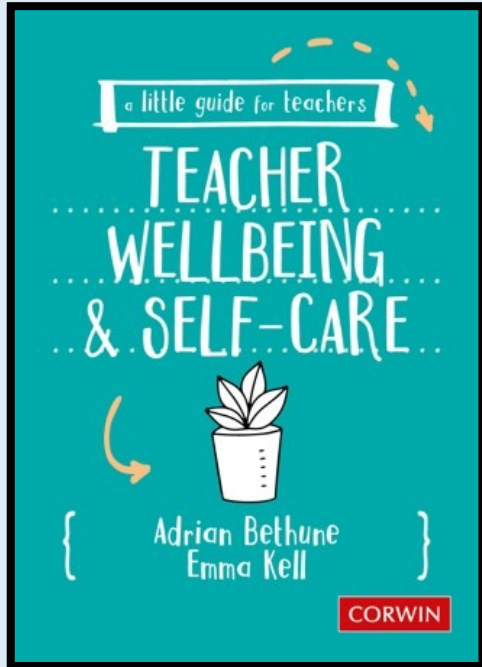
- Key Principles and The Current Landscape
- Values – What matters?
- Impact – What are you aiming for?
- Emotions and Empathy
- Who, where, when how – practicalities and practice

Which image most closely chimes with how you feel about our profession at the moment?



Do you have an alternative image?

INTRODUCTIONS



KEY PRINCIPLES



“My ok isn’t necessarily your ok”



“Assume good intent”

CHALLENGES
FACING YOU
AND YOUR YOUR
COMMUNITIES?

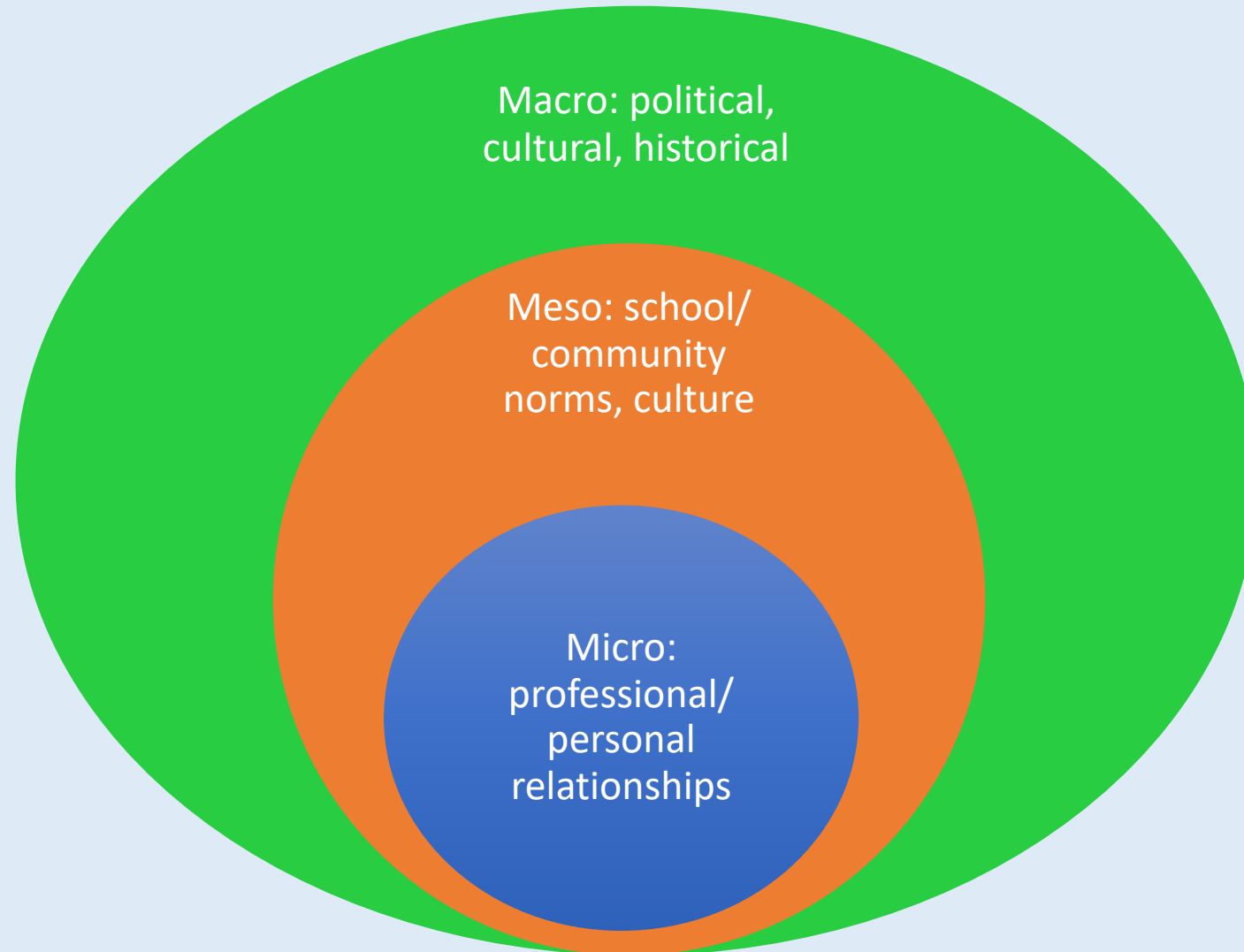
IMPACT?



**Censorship and safety: How the Israel
Hamas war is affecting students at schools
in Britain**



THE CHALLENGES: NATIONAL/INTERNATIONAL PERSPECTIVES



THE CHALLENGES: MACRO

Macro: political,
cultural, historical

Covid-19

Information Overload

War and Conflict – Intolerance and Extremism

Recruitment and Retention

Levels of Need and Deprivation

Workload

Public Perceptions of Schools

THE CHALLENGES: MESO

Meso: school/ community norms,
culture

Staff Absence
Holy Grails and Silver Bullets
Matching your Values
Communication, Calendars and Meetings
Emotional Contagion
Parental/Community Engagement
Behaviour!
Mental Ill Health

THE CHALLENGES: MICRO

Micro: professional/
personal relationships

Personal Challenges

Perfectionism

Guilt and Shame

Selflessness?

Confidence, Identity and Professional Integrity

Compassion Stress*

The Cost...

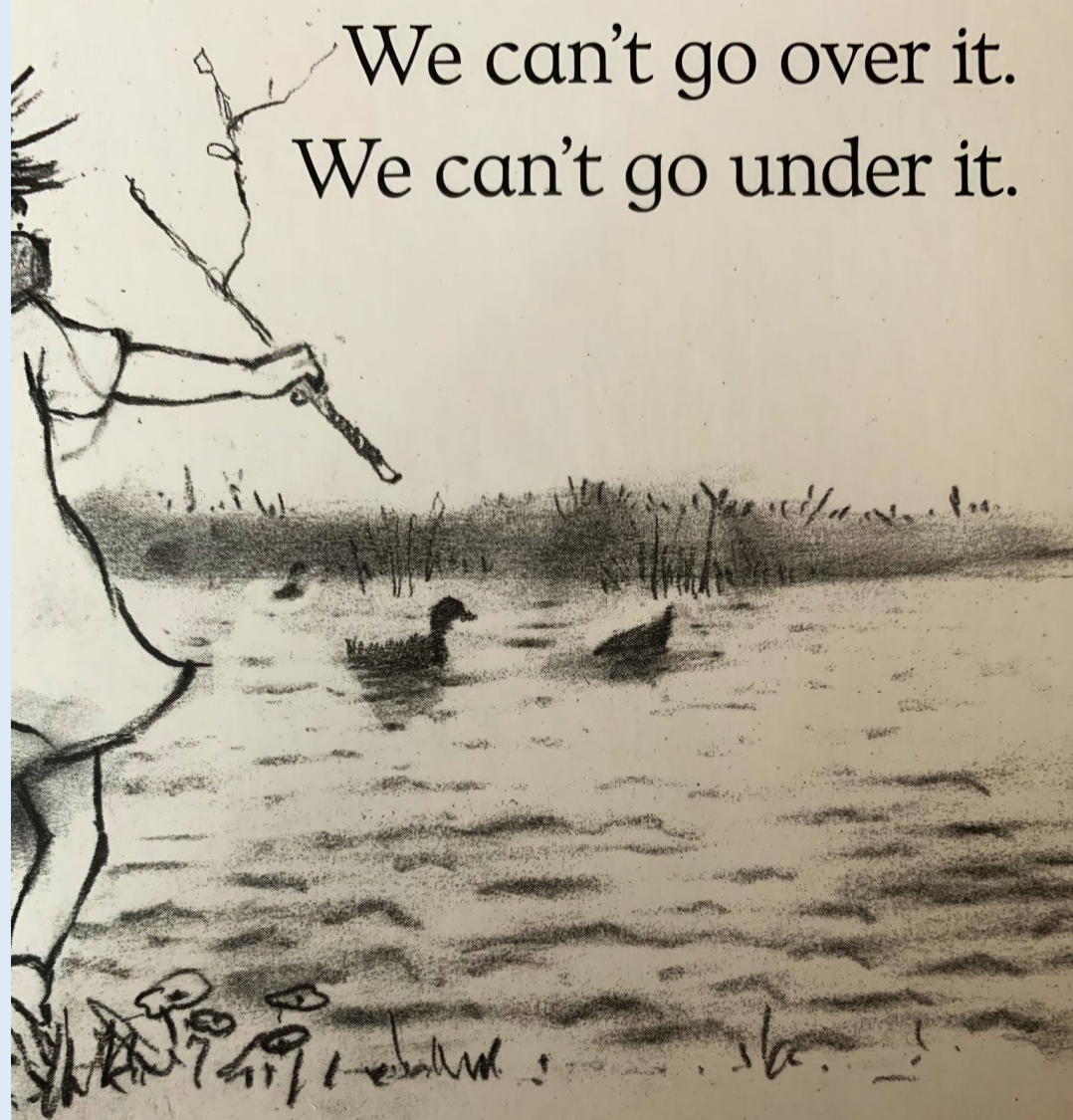
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Winnat

?

11

We can't go over it.
We can't go under it.



Oh no!
We've got to go through it!

A NOTE ON COMPASSION



- Compassion Satisfaction
- Compassion Stress
- Compassion Stress Injury

Everything can be
taken from a man
but one thing:
the last of the
human freedoms - to
choose one's attitude
in any given set of
circumstances, to
choose one's own way.

VIKTOR FRANKL

VIEW: A FRAMEWORK

V: Values

I: Importance

E: Empathy

W: Who, Where, Why, What...

THE VIEW FROM HERE



VIEW: A FRAMEWORK

V: Values

I: Impact/Importance

E: Empathy/Emotions

W: Who, Where, When, What...

V: VALUES

Fairness

Trust

Growth

Safety

Dignity

Adventure

Success

Kindness

Humour

Public service

Humility

Mercy

Happiness

Autonomy

Respect

Liberty

Equity

Excellence

Self-knowledge

Risk

Inclusion

Nurture

Generosity

Independence

Reliability

Integrity

Love

Belonging

Honesty

Empathy

Stability

Compassion

Candour

Resourcefulness

Simplicity

Creativity

Duty

Curiosity

Justice

Order

Understanding

Supportiveness

Openness

Determination

Open-mindedness

Authenticity

Playfulness

Courtesy

Insight

Loyalty

Forgiveness

Patience

Self-control

Credibility

What else?

VALUES: KEY QUESTIONS



Which 3-4 values are central to the conversation you need to have?



Why are they so important?



What's challenging them?



How do they look/feel in this case?

I: IMPORTANCE/IMPACT

Why does this matter?

What impact do you want this conversation to have?

E: EMOTIONS

Experienced as negative

Experienced as positive

High energy

Embarrassed
Ashamed
Helpless
Despairing
Panicked
Jealous
Overwhelmed

Enraged
Worried
Distressed
Afraid
Insulted
Anxious
Impatient

Guilty
Disgusted
Frustrated
Humiliated
Stressed
Irritated

Surprised
Brave
Hopeful
Excited
Optimistic
Playful
Ecstatic

Amazed
Determined
Joyful
Focused
Motivated
Confident
Passionate

Fascinated
Interested
Cheerful
Curious
Delighted
Proud

Low energy

Depressed
Apathetic
Disturbed
Envious
Doubtful
Glum
Miserable

Bored
Lonely
Grumpy
Tired
Disappointed
Nervous
Sad

Hurt
Confused
Uncomfortable
Reluctant
Hopeless
Isolated

Sleepy
Grateful
Appreciated
Relieved
Valued
Chilled
Comfortable

Attentive
Caring
Serene
Pleased
Content
Supported
Empathetic

Kind
Thoughtful
Sympathetic
Relaxed
Safe
Calm

E: EMOTIONS

	Person 1	Person 2	Person 3
Current emotions			
Desired emotions			

W: WHO, WHERE, WHEN, WHAT?

Who is involved?

Where will the
conversation take place?

When will the
conversation take place?

What will the
conversation involve?

SAYING NO



Things to remember during a courageous conversation

Each person is responsible for the way they behave and for what they say.

Be aware of power dynamics

Simply feeling heard (active listening) and seen will go a significant way towards resolving any issues

Focus on what unites you (the interests of the child!)

Staying calm and respectful will always win the day.

Keep your eyes on the objective and look for signs that you are getting there.

Bear Traps



Lying, threatening, stonewalling, crying, sarcasm, shouting, silence, accusing, taking offence: difficult conversations can present an arsenal of thwarting ploys.

But you also have an array of potential responses, ranging from passive to aggressive.

The most effective is to move to the middle: disarm the ploy by labelling and addressing the behaviour you are seeing. For instance, if your counterpart has stopped responding to you, you can simply say, “I don’t know how to interpret your silence.”

Adapted from Holly Weeks

ANY QUESTIONS?



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