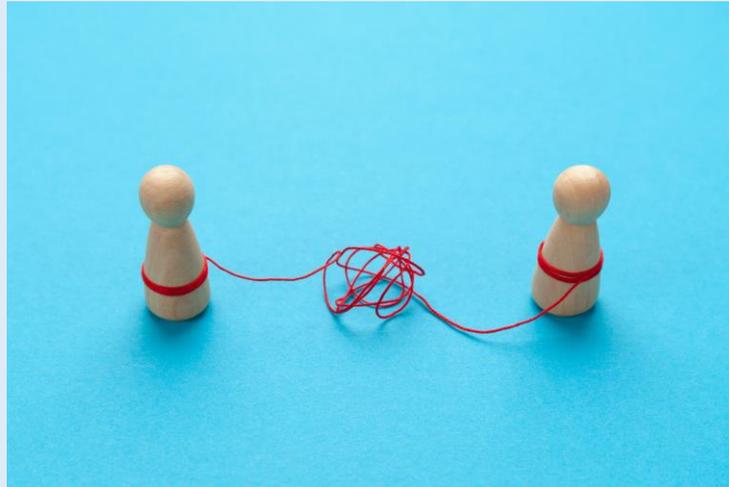
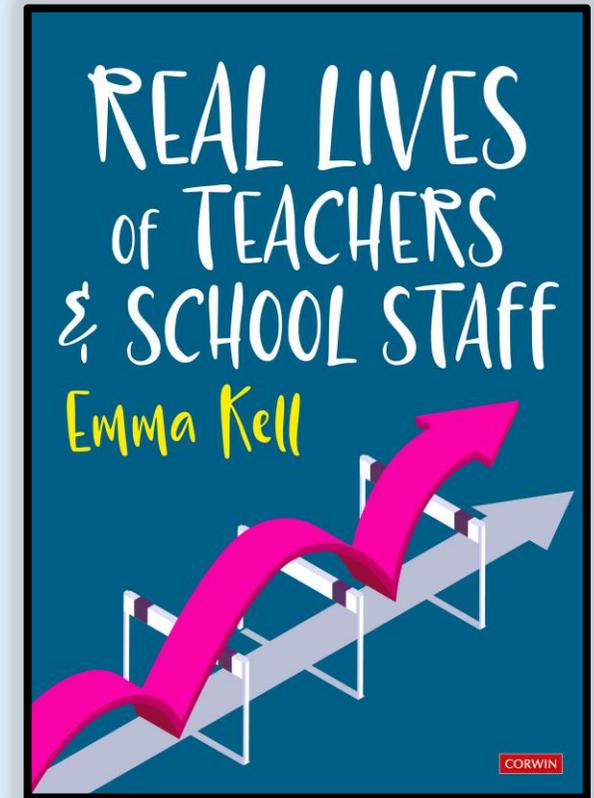
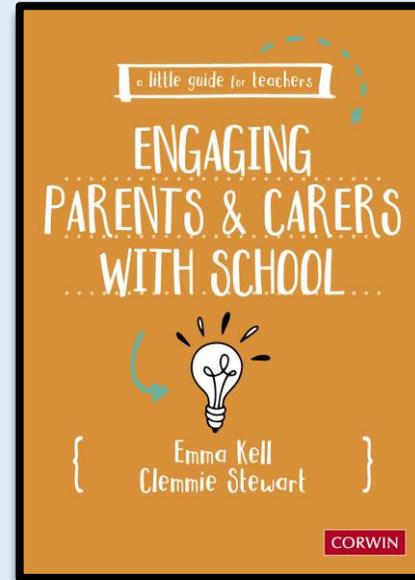
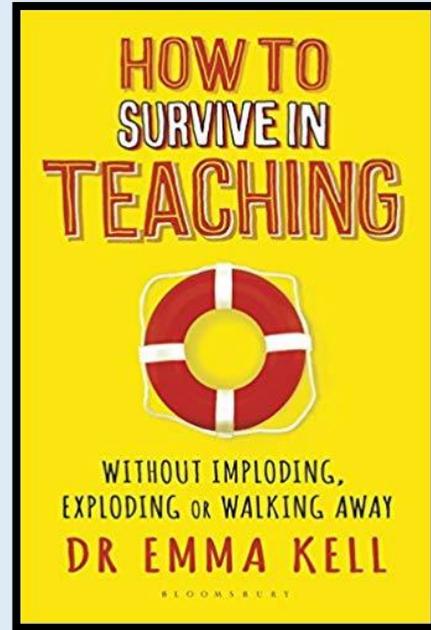
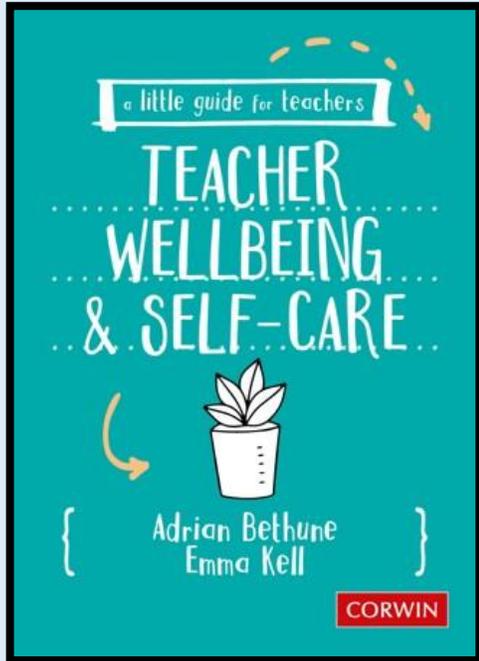


Workshop: Courageous Conversations during Challenging Times



22 March 2024
Dr Emma Kell

INTRODUCTIONS



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?

KEY PRINCIPLES



“My ok isn’t necessarily your

ok”



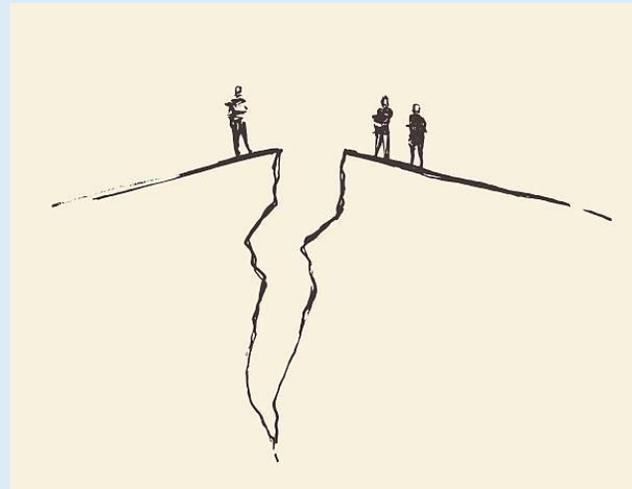
“Assume good intent”

Courage



CHALLENGES
FACING YOU
AND YOUR YOUR
COMMUNITIES?

IMPACT?



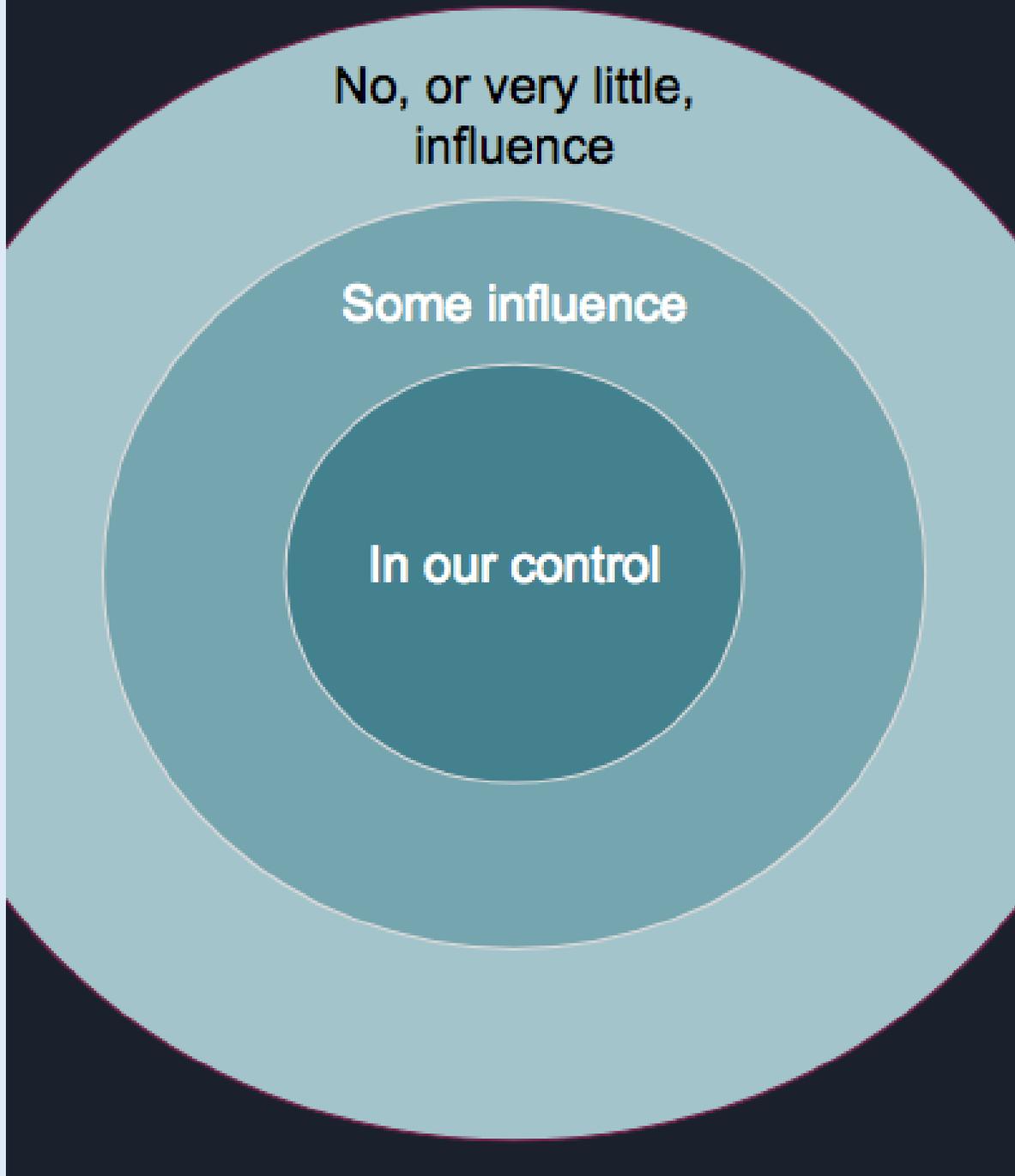
**Censorship and safety: How the Israel
Hamas war is affecting students at schools
in Britain**



A NOTE ON COMPASSION



- Compassion Satisfaction
- Compassion Stress
- Compassion Stress Injury



COVEY'S CIRCLES OF INFLUENCE AND CONCERN

VIEW: A FRAMEWORK

V: Values

I: Importance

E: Empathy

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

THE VIEW FROM HERE



Who do you need to have a courageous conversation with?

If you could say, in a sentence (without filter) what you want to say, what would it be?

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 4 values are central to the conversation you need to have?



Why are they so important?

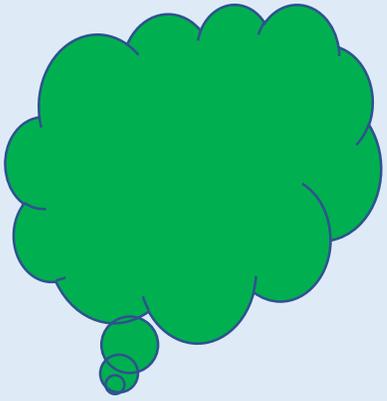


What's challenging them?



How do they look/feel in this case?

YOUR VALUES COMPASS



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?

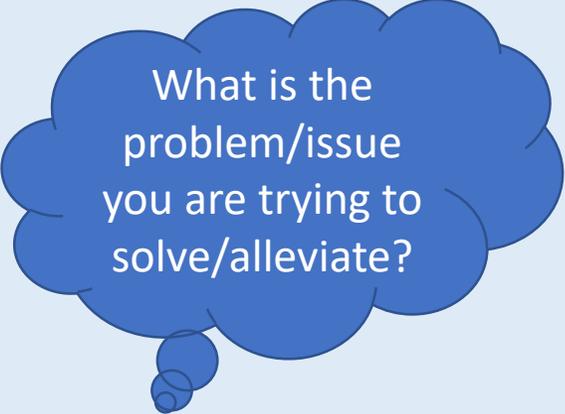
Who is involved?

Where will the
conversation take
place?

When will the
conversation take
place?

What will the
conversation
involve?

USEFUL COACHING QUESTIONS

A blue thought bubble with a white outline and three small circles at the bottom left.

What is the problem/issue you are trying to solve/alleviate?

A blue thought bubble with a white outline and three small circles at the bottom left.

What do you need?

A blue thought bubble with a white outline and three small circles at the bottom left.

What is it that you want?

A blue thought bubble with a white outline and three small circles at the bottom left.

What's the most challenging thing?

A blue thought bubble with a white outline and three small circles at the bottom left.

What have we learned from this?

A blue thought bubble with a white outline and three small circles at the bottom left.

What's your/our next best step?

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

MR P ICT



ANY QUESTIONS?



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