



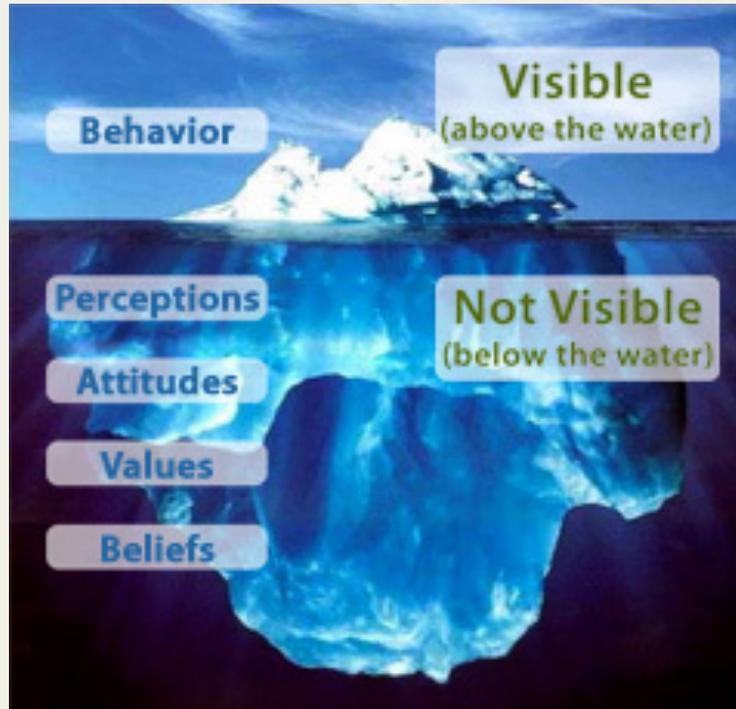
# How to hold a challenging conversation effectively

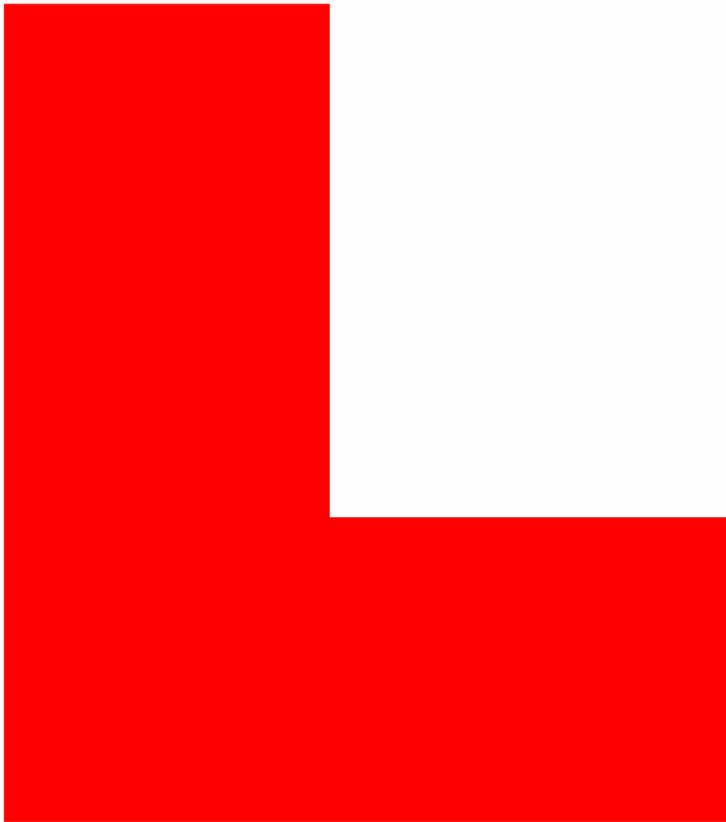
**What's coming up?**

**Developing the right mindset**

**What to say: getting started and  
delivering bad news**

**Handling heated situations  
emotions – keeping your balance**





**motem.**

What's your (mutual) purpose?



**motem.**

# The FEEQ model

Fact

Empathy

Express

Question

*(It's a tool not a rule)*

**motem.**



**PEOPLE DON'T CARE  
HOW MUCH YOU KNOW  
UNTIL THEY KNOW HOW  
MUCH YOU CARE.**

∞ ♥ T. ROOSEVELT

**motem.**

EVERYONE YOU MEET  
IS FIGHTING A BATTLE

YOU KNOW

NOTHING ABOUT.

BE KIND.

ALWAYS

motem.

~~Butts~~

**motem.**

Better  
than  
but

**And**  
**Yet**  
**Equally**  
**However**  
**At the same time...**

# **exercise**

- **Think about a conversation you have got coming up – how could you use the FEEQ framework to help you? Can you use phrases on page 12?**
- **Pair up with someone, give them a 1 minute context to your conversation then practice saying it**
- **Partner to give feedback on how clear, concise and conversational it was**
- **Swap over**



**Keeping your  
balance**

**motem.**

NEOMAMMALIAN

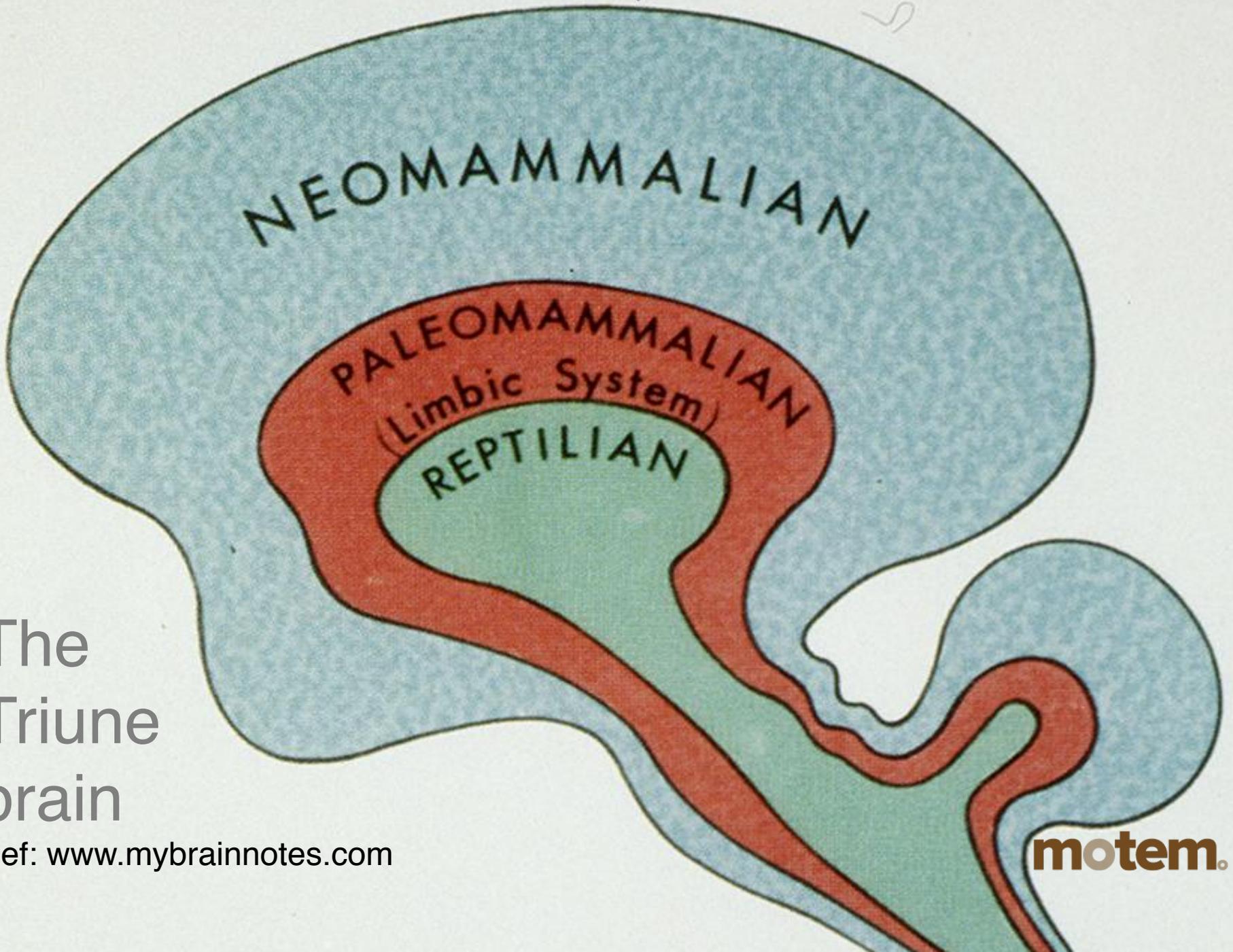
PALEOMAMMALIAN  
(Limbic System)

REPTILIAN

The  
Triune  
brain

Ref: [www.mybrainnotes.com](http://www.mybrainnotes.com)

**motem.**



**Reptilian  
brain: threat  
defence  
system**

**Releases  
adrenaline  
and  
cortisol**



**motem.**

© Austin Thomas

# Mammalian care-giving system

A close-up photograph of a lioness and her cub. The lioness is on the left, looking towards the cub on the right. They are both resting on the grass. The background is a soft-focus savanna landscape.

Releases oxytocin &  
opiates = optimal  
mindstate

# Riding emotional waves

**motem.**

“Between stimulus and response there's a **space**, in that space lies our **power to choose** our response, in our response lies our **growth** and our **freedom**.”

Victor Frankl



When things  
heat up...

**motem.**

# WHOLE-BRAIN STRATEGY

(DIRECT)  
with the left

REDIRECT  
with the left

CONNECT  
with the right

- Explain
- Plan
- Process
- Teach (didactic)

- Acknowledge feelings
- Nonverbal signals: touch, tone of voice
- Non-judgmental listening
- Experiential: music, art, poetry



**What not  
to say...**

**motem.**

**SAFETY FIRST**

**motem.**

# Putting it into practice: Role play

- Pair up: A & B
- A briefs B: A describes the situation to B in less than a minute. Explain the emotions that are likely to be around for B.
- A also explains “the worst response they could imagine” eg Angry/Silent/Pretence/Sarcasm
- B takes a few minutes to get into role
- A re-reads pgs 5/19/20/21 – which focus on handling strong emotions in self and others.
- Kick off
- Swap over.

# Quick fire role play:

- Practice responding with an appropriate tone of voice.
- So one person is A and one person is B
- A: will pretend to be the irate client who shouts: “It’s going to cost how much?! I can’t believe you’ve come in so much more expensive than last time...”
- B will practice their response – using an appropriate tone of voice
- A gives any constructive pointers.
- B then pretends to be client who isn’t covered and says: “What?!! What do you mean I’m not covered?!”
- A then practises your response
- B gives any constructive pointers
  
- Continue taking turns until all have been practised

# Recap

- Adopting the right mindset: get things done and maintains the relationship
- Spot your unhelpful thinking patterns and challenge them – develop your inner mentor
- FEEQ framework
- Avoid using but – use: and, equally, at the same time,
- When it heats up: breathe to keep your balance: ABC
- Feelings crave Acknowledgement. Do this verbally, tone of voice and through non judgemental listening. Acknowledging is not the same as agreeing.
- Connect and then redirect

TO DO LIST

- .....
- .....
- .....
- .....

Grant me the serenity to accept the things I cannot change, the courage to change the things I can and the wisdom to know the difference.

Grant me the patience with the changes that take time, an appreciation of all that I have, tolerance of those with different struggles and the strength to get up and try again, one day at a time.

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