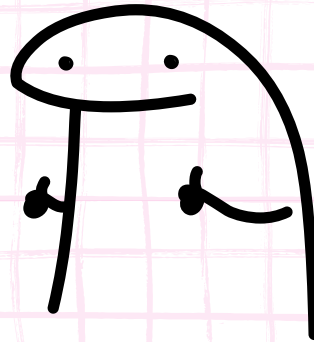
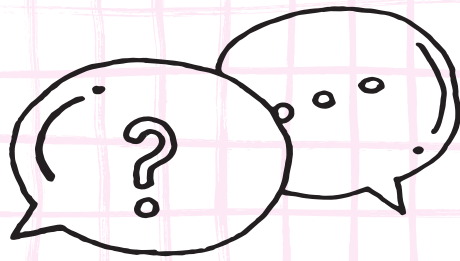
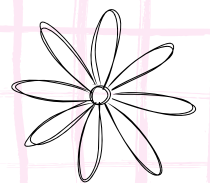


HARD TALKS, SOFT LANDINGS



tough talk tool sheet



TIPS!

Ensure they are aware that this conversation is happening.
Ask if they are willing and ready before hand.

Circle back to your core values & how it connects to the needed conversation.

WHY? Why do I want to have this conversation and why is it important to me? what do I hope we both walk away with?

Remind yourself of the purpose, main goal, & key takeaway to stay grounded in your "why" of the conversation.

WHAT? What is the purpose of this conversation? What is the main topic or issue I want to focus on?

This allows you to stay centered in what you're here to talk about & not drift away.

HOW? How will I start this conversation?

Be mindful of the above purpose, the why, & ask if its okay to discuss.



FEELINGS: What feelings are coming up for me in this situation? What might they be feeling / what feelings have they expressed?

ex- I feel fearful of what will happen when I bring this up. I feel discomfort from their actions.

INTENTION: How can I introduce this topic in a mindful, intentional way that considers these feelings?

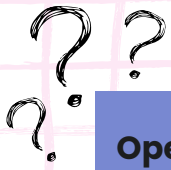
ex- I will say to my youth, "Hey Sarah, I know I told you that vaping in my car is a boundary of mine and I wanted to have a continued discussion about it. Would it feel okay for you to have that conversation now?"

NEEDS: What are my needs in this situation? How can I ask / be considerate of theirs?

ex- I need to feel heard. I need comfort in my own car. I need compassionate communication with a youth I care about. They have expressed they need to hit their vape as nicotine is part of their Harm reduction. So, I want to be mindful and help brainstorm ways to consider this.

SHARING: How can I share my story and feelings in a way that considers my needs and shares space for theirs?

ex- I think I'll say something like this by leading with consideration of their feelings. "Sarah I know vaping is important to your recovery, and I relate to that a lot. It is just a boundary I have with youth, as a professional to not have it in the car. Would it make sense to vape before and after, or some feet away from me outside McDonalds when we go? In the bathroom?"



Open ended questions to ask:

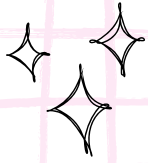
Suggestions for solutions:

→ wrapping up

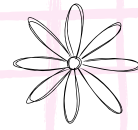


Check in after the conversation to see how it went ↴

- ☐ I expressed my concerns and clearly and concisely.
- ☐ I felt heard and respected.
- ☐ I remained open-minded and curious about their perspective.
- ☐ I held empathy for their feelings and concerns.
- ☐ I said everything I planned to.
- ☐ We came to a solution or plan to continue the conversation.
- ☐ The next steps are doable and realistic.



REMINDERS:



- Stay grounded in your “why” and core values. What value is centering you to this conversation? How can you lean on your values?
- Express how you feel in “I” statements. “I care about you and want us to stay safe in our roles”
- Stay curious and active listen “Can you help me understand that more?”
- Acknowledge the difficulty of the conversation “I know this might be hard to talk about”
- Ask open ended questions and allow space for the youth
- You can take breaks or reschedule – there is no rush for hard talks
- Debrief with your supervisor, team, and supports
- Take care of yourself. These conversations are hard on both ends. Breathe and use your coping tools.



you got this!

