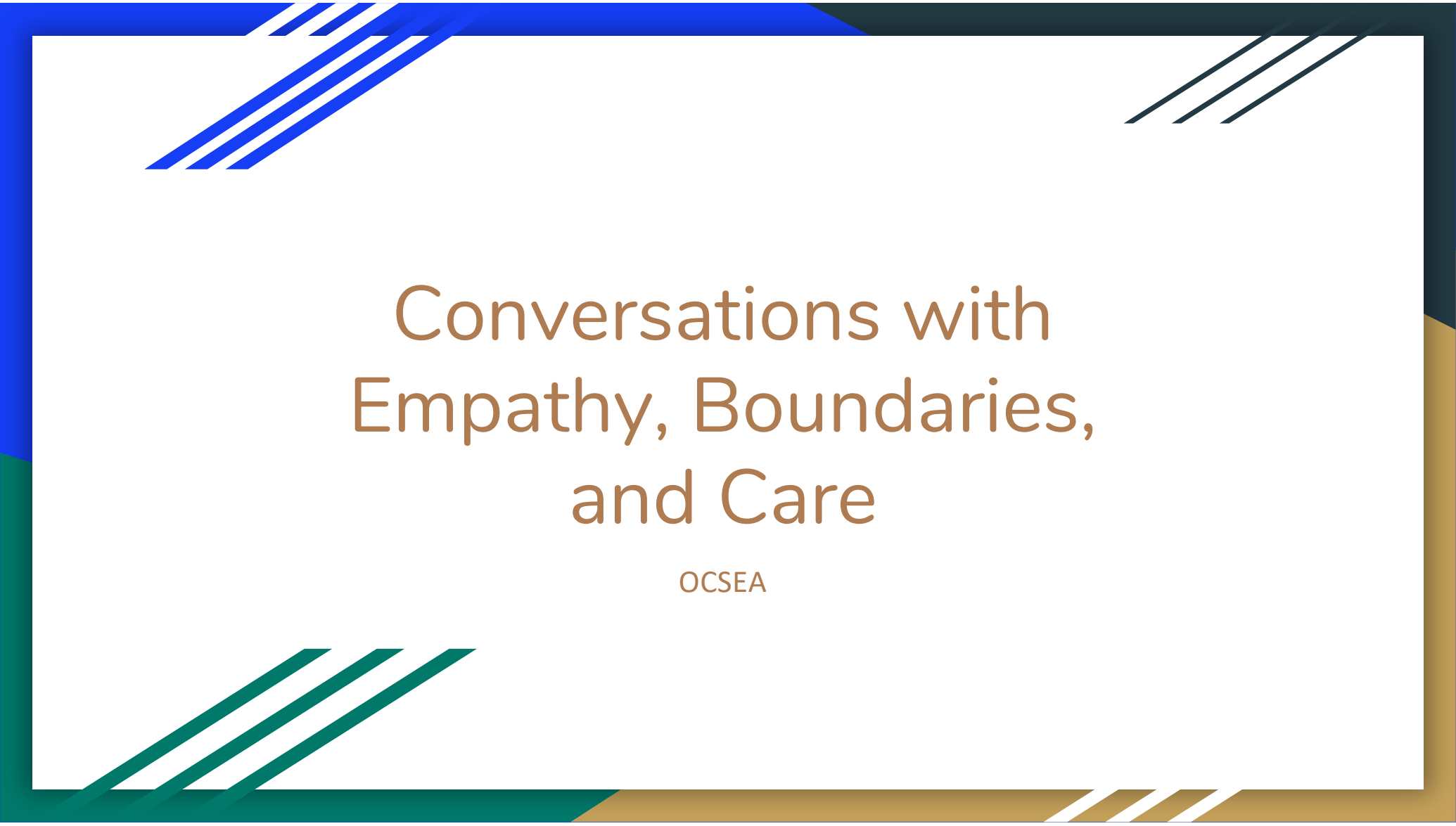
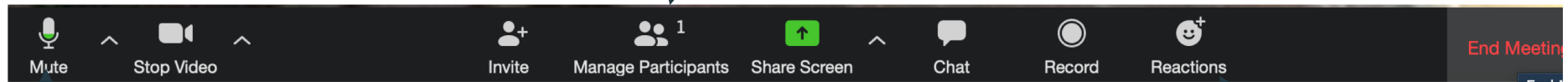
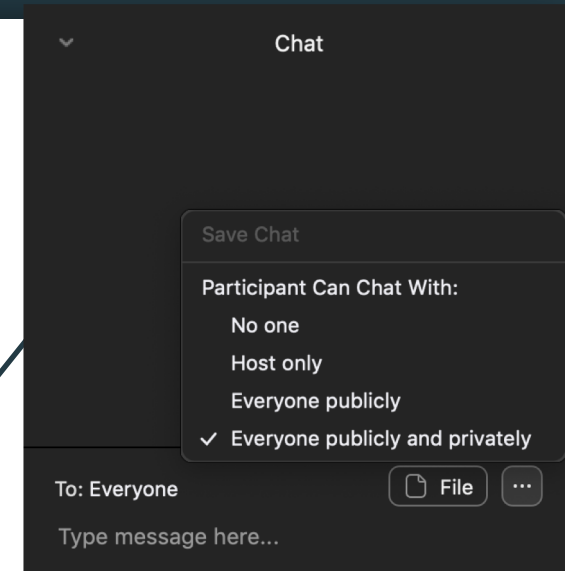
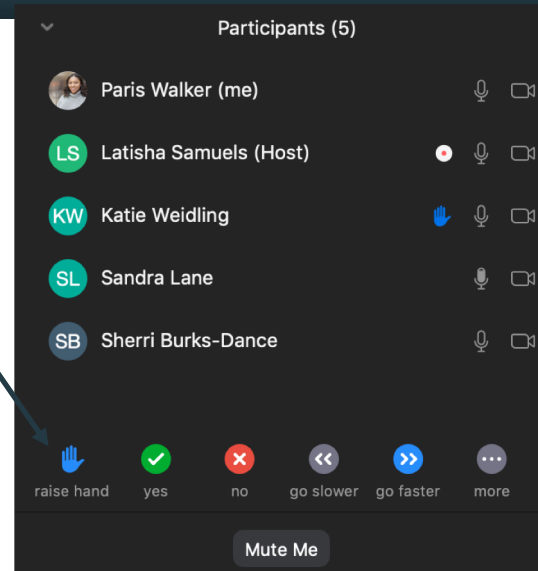
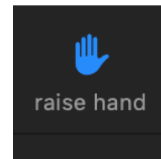




Conversations with Empathy, Boundaries, and Care

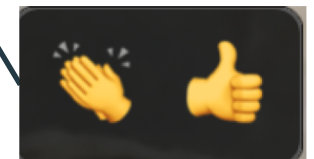
OCSEA

Ways to Engage



Talk

Pro Tip: When MUTED, use your space bar to MUTE/UNMUTE temporarily



Objectives

- ❑ Identify what causes conversations to escalate & the impact
- ❑ Improve skills to respond to members in crisis
- ❑ Practicing empathy vs. sympathy
- ❑ Offer 3 steps for de-escalation in any conversation

Community Agreements

- Take space, make space, create space
- One speaker at a time
- Mute when not speaking
- Be present
- Share the plot, not the characters

Who We Are....





What are some of the struggles we face as stewards right now?

What now?

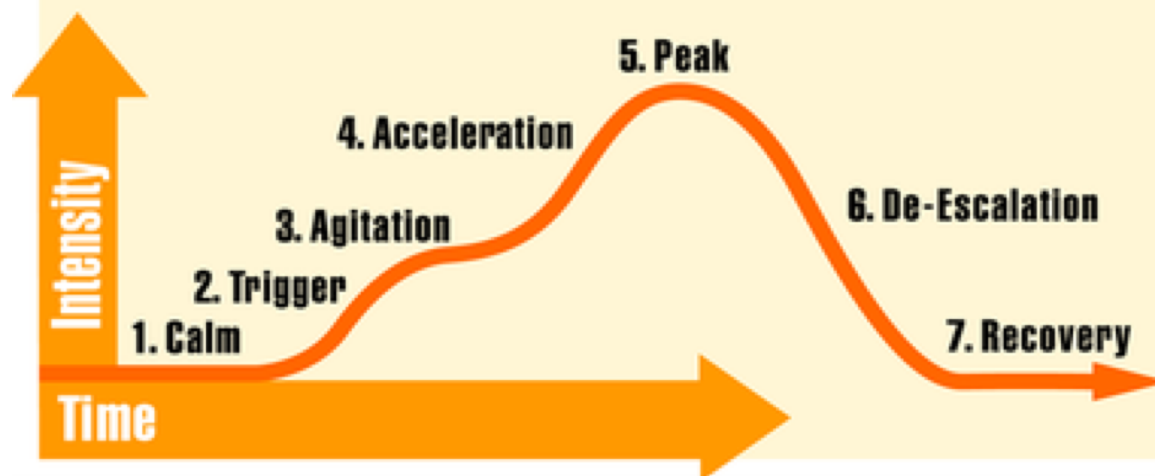
How to De-Escalate with



Member in Crisis

“ They are acting and responding from an intense emotional level rather than a thinking level, in response to a highly stressful situation. ”

Phases of Acting-Out Behavior



Verbal De-Escalation

“ A strategy to reduce the level of anxiety in order to open a possibility for discussion.”

Empathy vs. Sympathy



When was the
last time you
were feeling
overwhelmed
and you felt
HEARD?



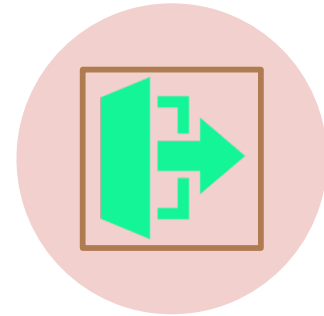
3 steps to de-escalate



Listen &
Validate



Help Them Find
Options



Allow For
Choice

Step 1: Listen & Validate



- Silence & Pauses
- Minimal encouragers
- Mirroring
- Paraphrasing
- Observations vs. Interpretations

Deflective Listening - Empathy Blockers

- Downplaying
- The Positive Spin
- Cheering up
- Offering Advice or Options
- Pity or Sympathy
- One Upping



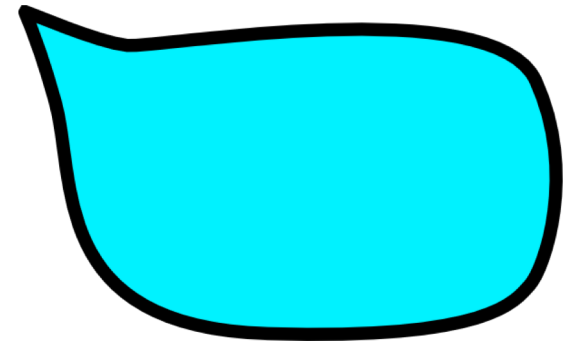
What aspect of communication do you think has the most influence?



Body Language

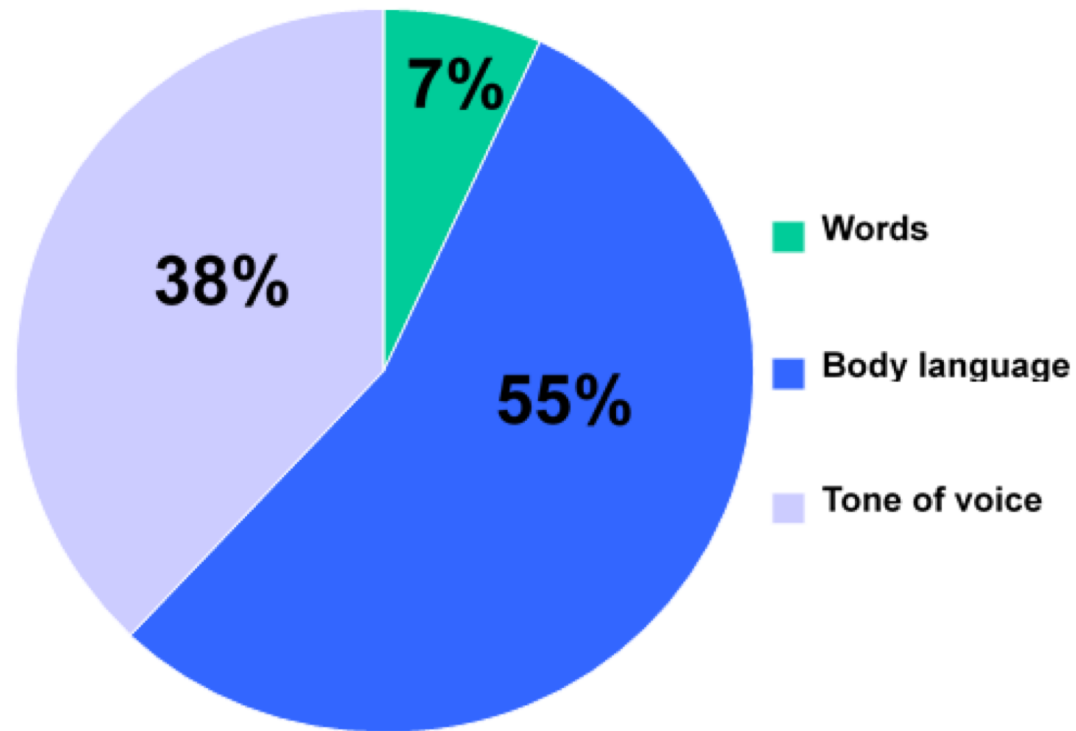


Tone
(How you Say It)



Words

Which has the most influence?



Step 2: Help them find options



“Can I offer some ideas?”

“Could I share some options to consider?”

“How would it be if you....”

“What if you tried...”



**Step 3: Allow for
choice**



You didn't sign up for a global pandemic, but it's here and you're doing a great job.