

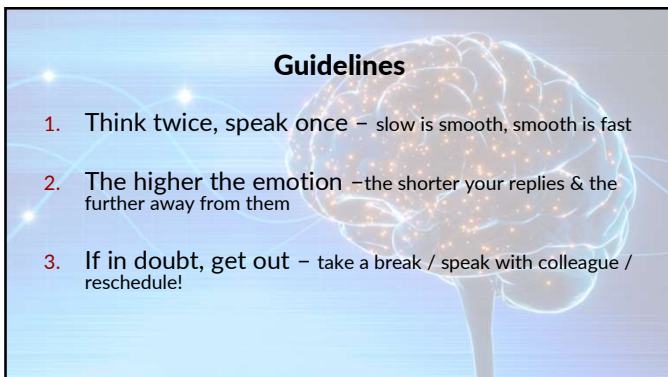




1



2



3



4



5



6

Three Step Process In Communications

1. What is going on – their current situation - **THEM**
2. How did they get there – the cause - **THEM**
3. Where to now – how to move forward – **YOU**



7



Acknowledging The Emotion Disarms It!

Help people to help themselves

8

ADVANCED COMMUNICATIONS

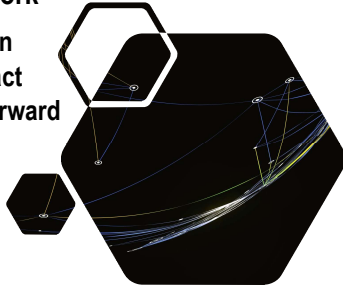


9

Triple Sentence Framework

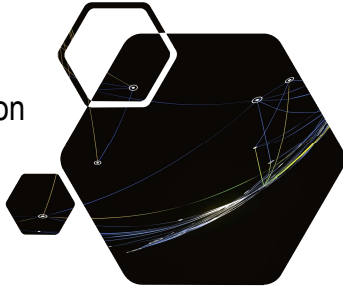
- ❖ Facts - The situation
- ❖ Feelings – The impact
- ❖ Future – The way forward

Hurting people hurt people so
help them to help themselves.



10

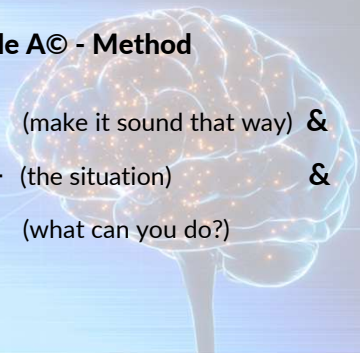
Triple A© Further De-escalation



11

Triple A© - Method

1. **Agree** – (make it sound that way) &
2. **Acknowledge** – (the situation) &
3. **Act** – (what can you do?)



12

Triple A© – Constructing Responses

1. Agree – I see your point, I hear what you are saying, I understand what has happened, &
2. Acknowledge – it can be frustrating, it is difficult, it is annoying, it can be a challenge, &
3. Act – let's talk about that, let's see what we can do, I will find out, I'll send you some info.....

13

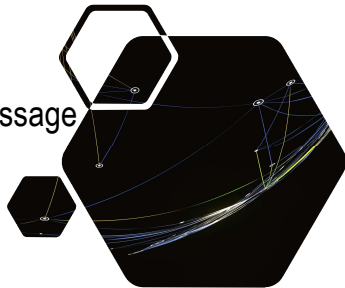
Triple A© – Constructing Responses

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14

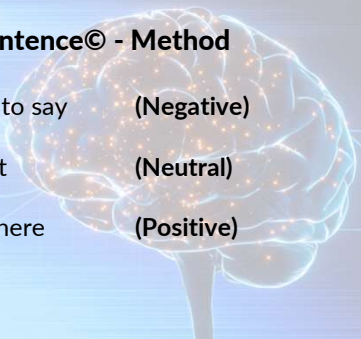
Triple Sentence©

Delivering a difficult message



15

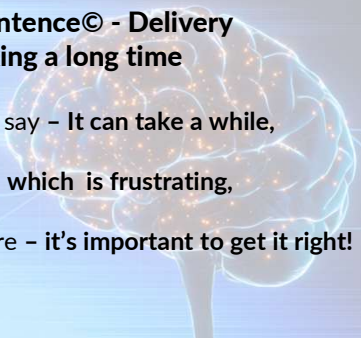
Triple Sentence© - Method



1. What you want to say (Negative)
2. The reason for it (Neutral)
3. Where to from here (Positive)

16

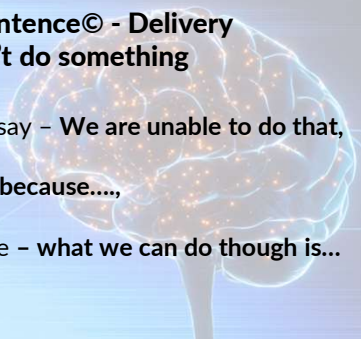
Triple Sentence© - Delivery
- Taking a long time



1. What you want to say - It can take a while,
2. The reason for it - which is frustrating,
3. Where to from here - it's important to get it right!

17

Triple Sentence© - Delivery
- Can't do something

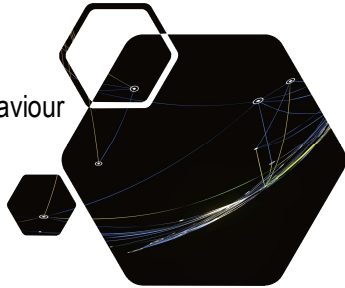


1. What you want to say - We are unable to do that,
2. The reason for it - because....,
3. Where to from here - what we can do though is...

18

Triple Direction©

Encouraging better behaviour



19

Triple Direction© - Method

Three Warnings

1. What are they doing – interrupting, shouting, swearing, etc.
2. What is the affect – it is difficult to explain, it is distracting, it is frustrating, etc.
3. What do you want them to do – please stop....

20

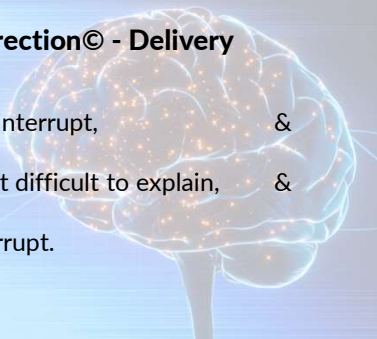
Triple Direction© - Delivery

1. 1 - 2 - 3 then
2. 1 - 3 then
3. 3 - and the consequence

21

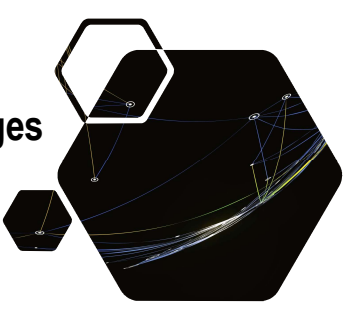
Triple Direction© - Delivery

1. You continue to interrupt, &
2. which is making it difficult to explain, &
3. please don't interrupt.



22

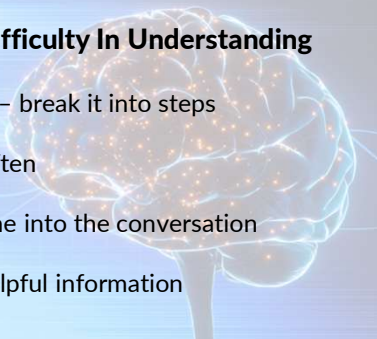
Common Challenges



23

Vulnerable - Difficulty In Understanding

1. Slow it down - break it into steps
2. Paraphrase often
3. Invite someone into the conversation
4. Send them helpful information



24

Vulnerable – Something Has Changed

- ❖ If you feel something is not right/changed, or the person is not engaging/looking back at you, say –
“I feel something’s not right, is it something I have said / done?”
- ❖ “We are always here if you need support”

25

Vulnerable – Concern for Wellbeing

- ❖ Ask them “What’s going on (or) happening?”
- ❖ Ask the same question again
- ❖ Ask it a 3rd time and add the word ‘else’ –
- “So, what ‘else’ is going on (or) happening?”

26

Contemporary Control Techniques

1. Open Questions – T.E.D.S.
2. Mirroring / Reflecting – use their words
3. An effective Pause – 2 second gap
4. Summarise the conversation & actions

27

Those Who Threaten Violence



28

Managing Threats of Violence

1. If in person, you **LEAVE** (consequences)
OR on the phone
2. "I missed that" (to get them to think)
OR in an email
3. Answer the facts only

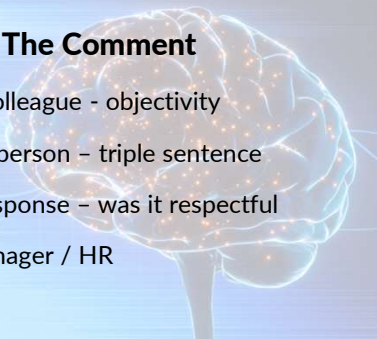
29



30

After The Comment

1. Speak with a colleague - objectivity
2. Meet with the person - triple sentence
3. Assess their response - was it respectful
4. Talk with a manager / HR



31



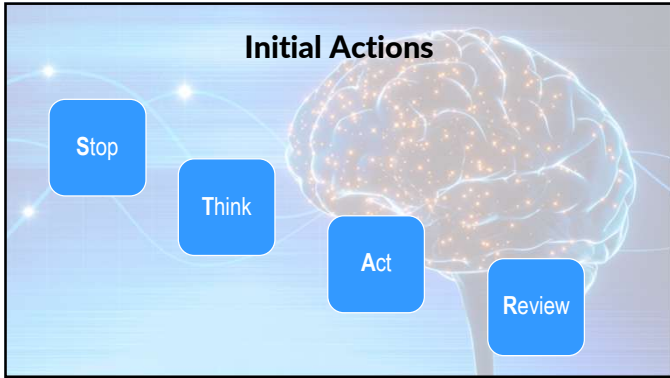
EYE CONTACT

32

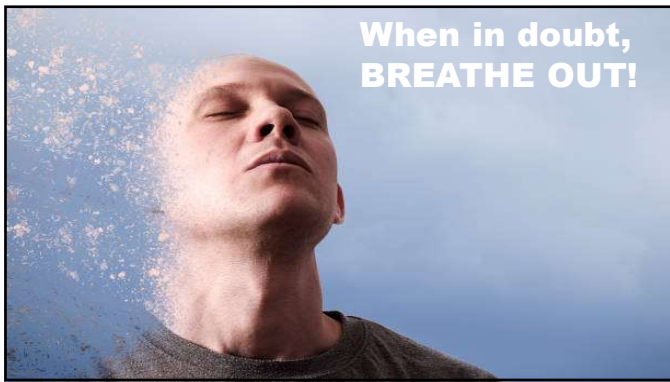


PERSONAL SAFETY

33



34



35

A promotional banner for Warn International E-Learning. It features a man in a blue suit pointing towards the right. On the left, there are three book covers: "BEHIND THE TAPE" by Lance Burdett, "DARK SIDE OF THE BRAIN" by Lance Burdett, and "ANXIETY IS A WORRY" by Lance Burdett. Above the books is a red heart icon containing a brain. To the right of the books are social media icons for LinkedIn, Instagram, Facebook, and Twitter. The Warn International E-Learning logo, consisting of a stylized 'W' and the company name, is prominently displayed. The website address "www.warninternational.com" is at the bottom.

36
