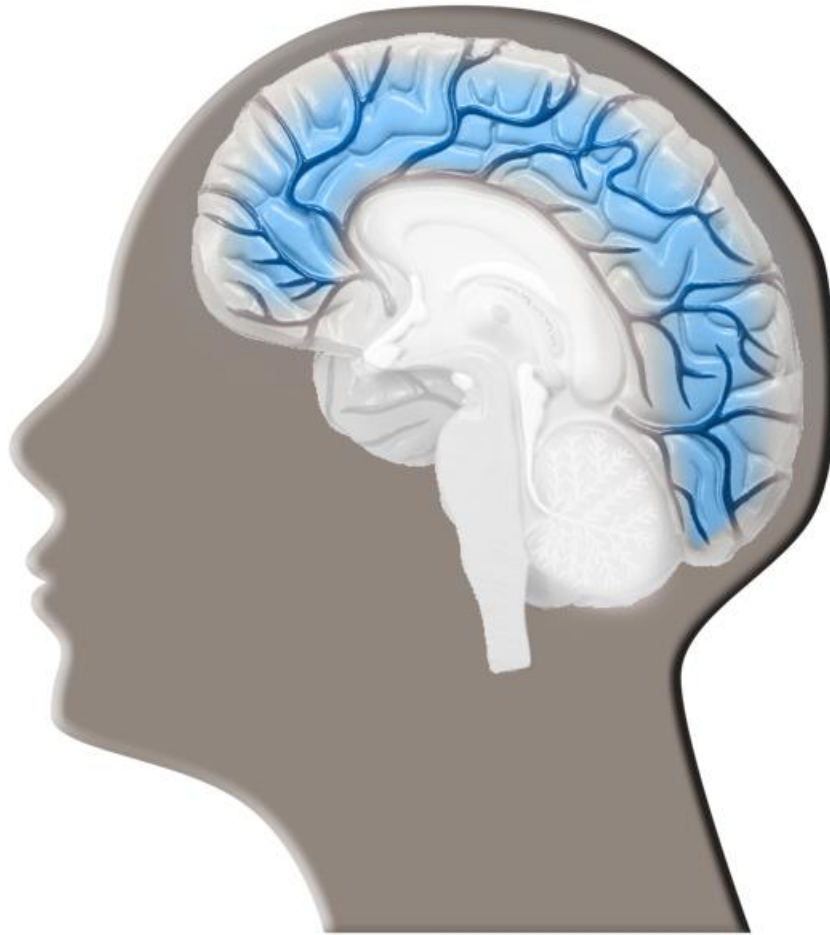
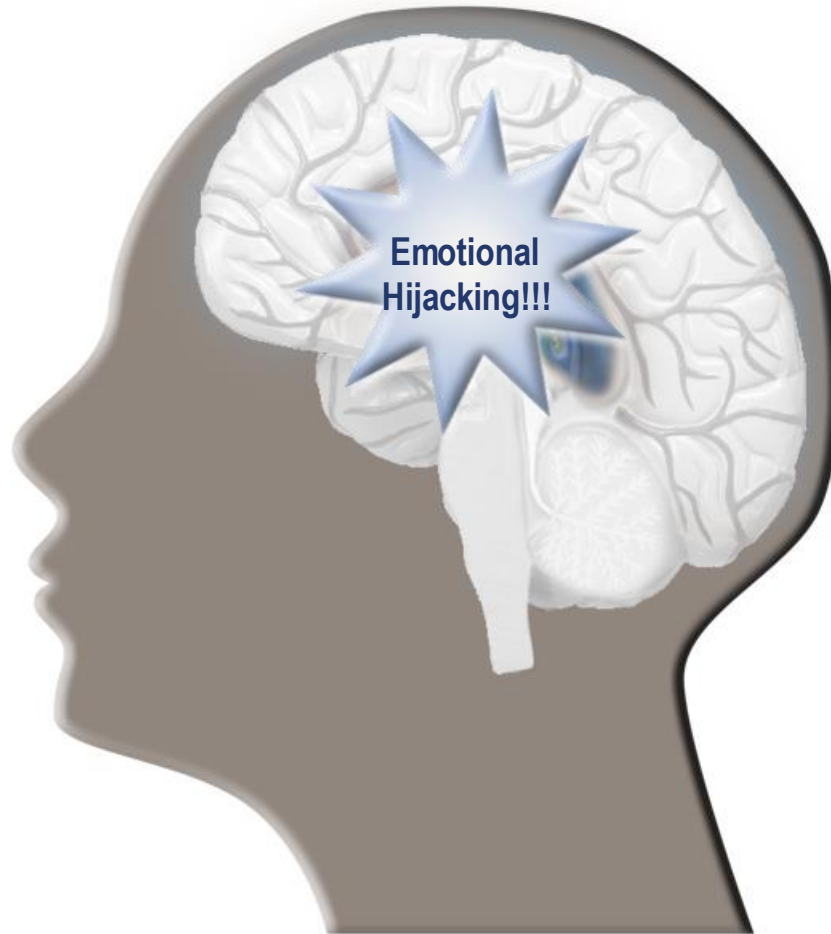


- Center for breathing, heartbeat, etc.
- Does not require action or thought to be activated
- First center in evolutionary development



- Responsible for rational thinking, including ability to solve problems
- Part of the brain that analyzes data and facts
- Sometimes at rest



- Site for emotional memory
- Always alert and providing information
- 80–100 times faster than neocortex
- Able to rapidly send messages throughout the body
- Responsible for “fight or flight” response

I act before I think.

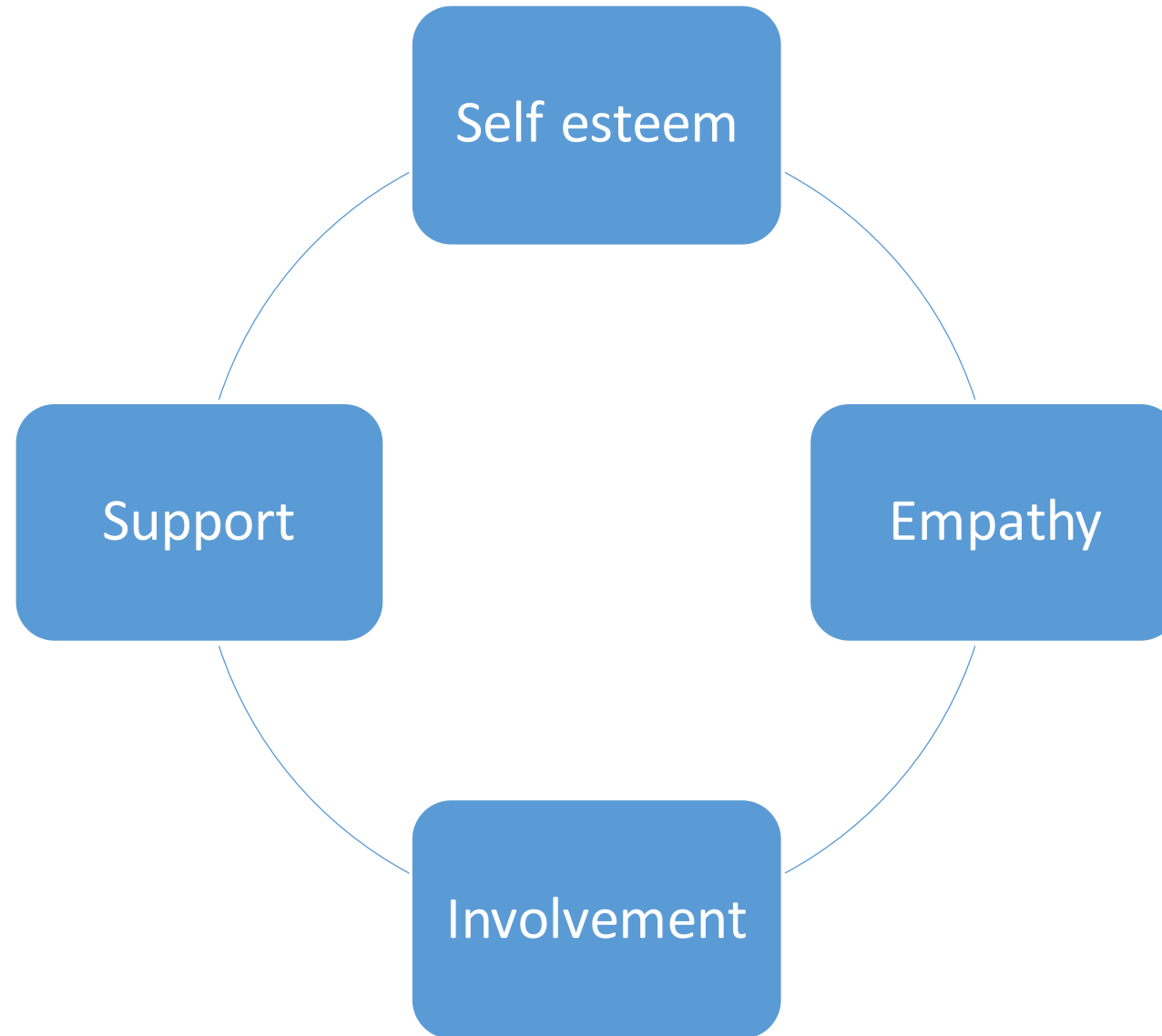
Words, situations, expressions, statements, events, history, tone and actions, or a combination of these, that lead to a negative emotional reaction.

- Threatened
- Physical environment
- Offenses to values
- Lack of information
- Personality
- Criticism
- What else has happened that day
- **Tiredness & Fatigue**



Note triggers can multiply

- **What** is Pausing?
 - When you choose not to react immediately to what has been said to you
- **How** do you demonstrate it?
 - Breathe slowly
 - Be at ease with a moment of silence
- **Why** does it work?
 - It gives you time to think
 - It gives you control and makes you feel like you're in control



Self Esteem

- Your work in other areas has been really great.
- You're a key part of our team here.

Empathy

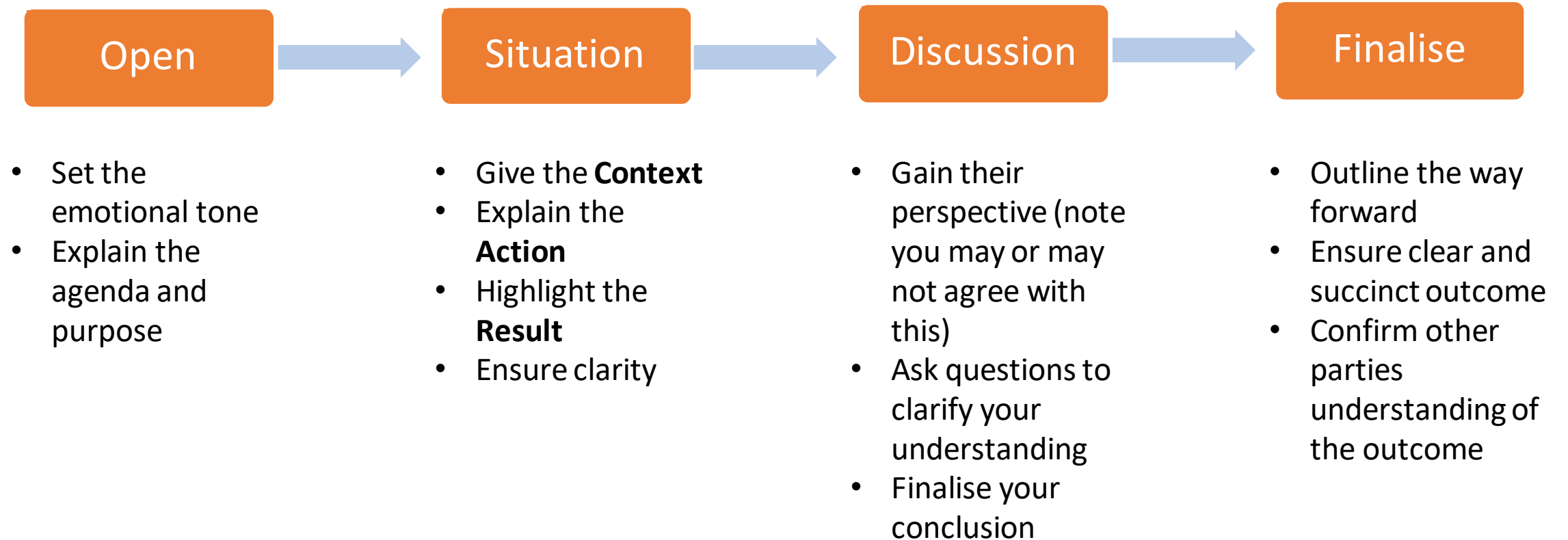
- It must be hard feeling like you have to be everything to everyone.
- I remember found it very challenging the first time I did that as well.

Involvement

- What do you think would be the best way forward?
- How could you change that?

Support

- How can I best help you with that?
- I'm very happy to give you additional support as you go through this.



Conversation fundamentals

1. Plan
2. Safe Practice
3. Build competence and confidence
4. Do It

Always set yourself up for success

1. You as a leader – never underestimate your value and be conscious about how you demonstrate leadership
2. Never put off difficult conversations, they just grow
3. Consider and manage emotional triggers, your own and others
4. Use the conversation fundamentals
5. Follow the structure
6. Plan and prepare – set yourself up for success

Enjoy your role and the value you add as a leader