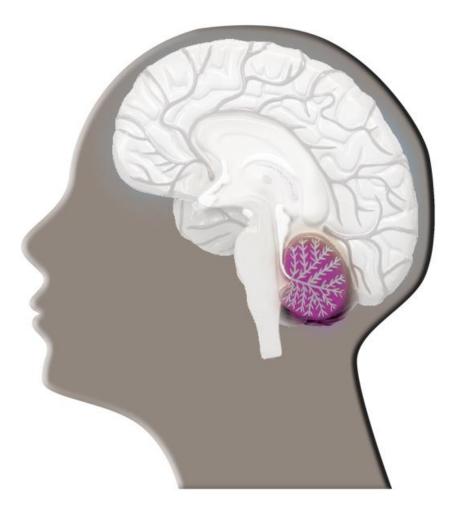
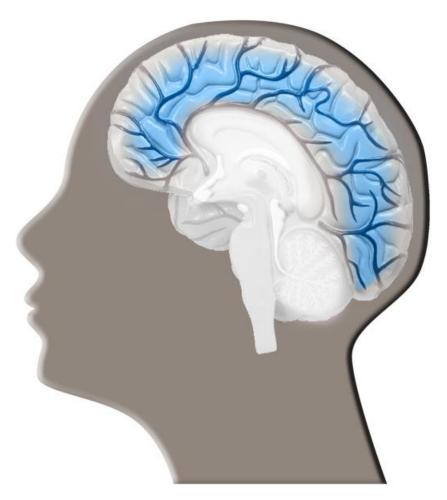


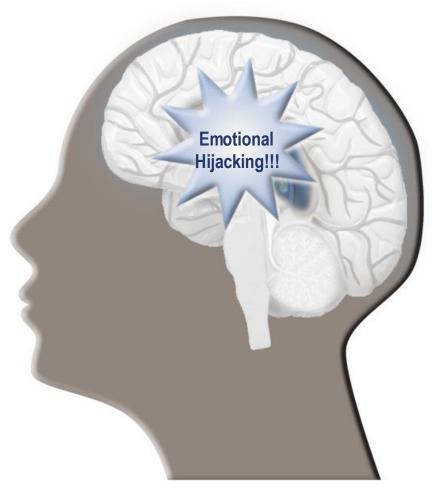
What makes people tick – The Autonomic area



- 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.



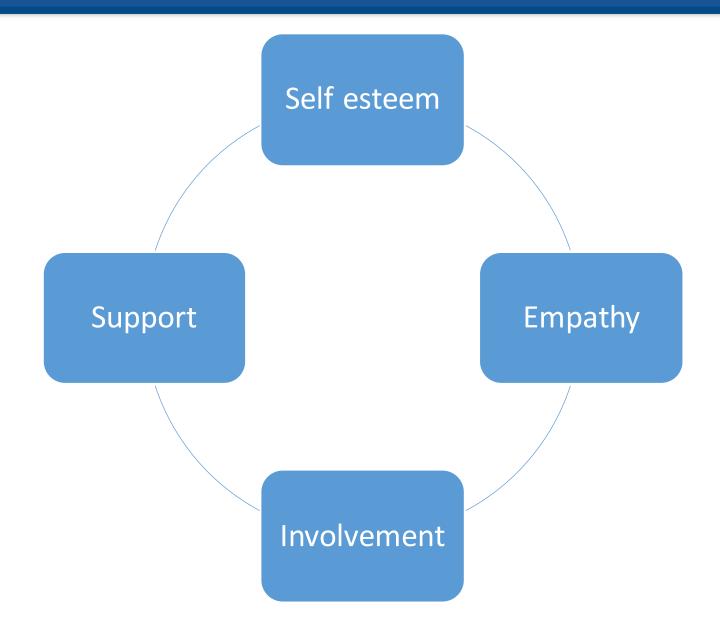
- Threatened
- Physical environment
- Offenses to values
- Lack of information
- Personality
- Criticism
- What else has happened that day
- Tiredness & Fatigue

Note triggers can multiply

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- What is Pausing?
 - When you choose not to react immediately to what has been sais 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.

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Open

emotional tone

Explain the

agenda and

purpose

Set the

Situation

• Give the **Context**

• Explain the Action

- Highlight the Result
- Ensure clarity

Discussion

- Gain their perspective (note you may or may not agree with this)
- Ask questions to clarify your understanding
- Finalise your conclusion

Finalise

- Outline the way forward
- Ensure clear and succinct outcome
- Confirm other parties understanding of the outcome

Conversation fundamentals

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Difficult conversation - Planning

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

Always set yourself up for success

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- 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

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