

There are two sides to every conversation
#FlipYourThinking and this resource, to see the other side.

Challenging Someone?

Respond with



Create Space (physical or mental), by taking a step back or taking a deep breath

Acknowledge, use a phrase that gives the person information about your feelings, "When you said x, I felt..."

Respect, express yourself in a way that enables open and honest dialogue

Educate, if you feel confident, to help the other person learn from the experience

#FlipYourThinking

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Being Challenged? **Respond with**



Create Space (physical or mental), by taking a step back or taking a deep breath

Acknowledge, even if you do not understand, and use a phrase in recognition of the person's feelings, "I can see I have said something that has upset you/that you are uncomfortable with..."

Listen, take time to hear what the other person has to say, thank them for sharing

Move Forward, commit to learning from your experience

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