




# **Express emotions**

I think, I feel, I need, I want



**Keep talking, exploring and act !**



A woman with her hair in a bun, wearing a grey hoodie and blue overalls, stands in a field next to a group of black and white cows. She is holding a chain attached to a wooden post. The background shows a green field and a line of trees under a cloudy sky.

Validation of farm women...

A close-up, black and white photograph of a hand reaching out, with fingers slightly curled. The background is dark and out of focus.

**Reaching out**  
make the first move



# Thinking



# Delay Responding

calm, collect your thoughts



A person's silhouette is shown from the back, with arms raised towards a bright sky filled with colorful balloons in shades of blue, green, orange, and purple. The scene is overlaid with a semi-transparent dark band containing text.

# Adapting

flexible, optimistic, readiness

A man is sitting outdoors, leaning forward with his head resting on his hand, appearing to be in deep thought or listening intently. The background is a soft-focus view of trees and foliage. The scene is overlaid with a semi-transparent dark band containing text.

# Constructive

- Perspective taking
- Creating solutions
- Expressing emotions
- Reaching out
- Reflective thinking
- Delay responding
- Adapting



# **Destructive**

responses to conflict



## **Destructive responses**

- Winning at all costs
- Displaying anger
- Demeaning others
- Retaliating
- Avoiding, hiding emotions
- Yielding, self-criticizing



- # 10 Tools for Tough Issues
1. TAKE CHARGE
  2. Come from curiosity
  3. Ask deeply
  4. Play with possibility
  5. Really listen
  6. Ponder and perk, not prod
  7. Cultivate trust
  8. Respect boundaries
  9. We all end up in a box
  10. Extend the olive branch

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## We want to hear from you!

Send us your feedback from  
the event and stay  
connected.



# Winning at all costs

- what is essential
- compromise
- seek common ground
- work on the problem

# Displaying Anger

- understand your triggers
- stop yourself
- calm voice
- breath deeply
- focus on problem not person



# **Demeaning Others**

- watch body language
- give difficult feedback well
- like best, next time, like best

# **Retaliating**

- respond not react
- explain your hurt
- respect and forgive



# AVOIDING

- WHY?
- Rewards of resolution
- Reframe
- Timely talking

# Yielding

- What do you want?
- What do you control?
- Anticipate responses

# Hiding Emotions



- I feel...
- I am angry...I need time...
- Choose words carefully

# Self-Criticizing



- reality check
- ask friends opinion
- better self-talk
- I can meet realistic expectations



A close-up photograph of several buttons of various colors and shapes scattered on a bright yellow textured surface. The buttons include a large pink one with a geometric pattern, a large dark blue one with a gold rim, a large purple one with white stripes, a small gold one, a small red one, and a green one. The text 'Hot Buttons' is overlaid in large white letters.

# Hot Buttons

what ticks you off ?

A close-up photograph showing a hand holding a piece of wood, with a saw blade visible, suggesting a process of cutting or shaping. The text 'Abrasive' is overlaid in large white letters.

# Abrasive

Is the criticism valid ?



# Aloof

Ask open-ended questions



# Hostile

Eye contact. Control your anger.



**Micro-Managing**  
Clarity to build trust. Act.

| Month  | Value 1   | Value 2   | Value 3   | Value 4 | Value 5   | Value 6 | Value 7   | Value 8 | Value 9 | Value 10 |
|--------|-----------|-----------|-----------|---------|-----------|---------|-----------|---------|---------|----------|
| Sep-08 | 1,621,384 | 5,841,599 | 7,462,983 | 87.53%  | 1,025,264 | 11.86%  | 8,646,441 | 16.00%  |         |          |
| Oct-08 | 1,567,529 | 5,845,297 | 7,412,826 | 87.17%  | 1,062,862 | 12.47%  | 8,525,845 | 14.00%  |         |          |
| Nov-08 | 1,505,085 | 5,757,397 | 7,262,482 | 86.78%  | 1,090,963 | 12.83%  | 8,503,789 | 12.00%  |         |          |
| Dec-08 | 1,350,158 | 5,509,158 | 6,843,035 | 86.19%  | 1,096,375 | 13.81%  | 8,369,195 | 10.00%  |         |          |
| Jan-09 | 1,350,158 | 5,509,158 | 6,994,525 | 86.01%  | 1,138,038 | 13.99%  | 7,939,410 | 8.00%   |         |          |
| Feb-09 | 1,350,158 | 5,509,158 | 7,244,805 | 85.33%  | 1,145,788 | 14.24%  | 8,048,654 | 6.00%   |         |          |
| Mar-09 | 1,350,158 | 5,509,158 | 6,959,510 | 84.72%  | 1,254,956 | 15.28%  | 8,490,414 | 4.00%   |         |          |
| Apr-09 | 1,350,158 | 5,509,158 | 7,035,290 | 84.37%  | 1,303,037 | 15.63%  | 8,214,466 | 2.00%   |         |          |
| May-09 | 1,350,158 | 5,509,158 | 6,798,877 | 83.73%  | 1,320,657 | 16.27%  | 8,338,327 | 0.00%   |         |          |
| Jun-09 | 1,350,158 | 5,509,158 | 6,818,488 | 83.37%  | 1,359,654 | 16.63%  | 8,119,534 |         |         |          |
| Jul-09 | 1,350,158 | 5,509,158 | 6,898,160 | 83.08%  | 1,404,517 | 16.92%  | 8,178,142 |         |         |          |
| Aug-09 | 1,350,158 | 5,509,158 | 7,113,874 | 82.69%  | 1,480,000 | 17.14%  | 8,302,677 |         |         |          |
| Sep-09 | 1,350,158 | 5,509,158 |           |         |           |         | 8,603,140 |         |         |          |

**Overly-Analytical**  
perfectionists, minor issue focus. Be ready.



A close-up photograph of a person's face, specifically their eye and nose, viewed through a large magnifying glass. The magnifying glass is held by a hand, and the person's face is reflected in the lens. The background is slightly blurred, showing what appears to be a yellow object and some metal structures.

# Self-Centered

Share recognition. Question things.

A photograph of a piece of yellow paper that has been torn into several jagged, irregular pieces. The paper is set against a dark, solid background. The torn edges of the paper are prominent, and the overall shape is abstract and fragmented.

# Unappreciative

Ask for what you need. Reward yourself.





# Unreliable

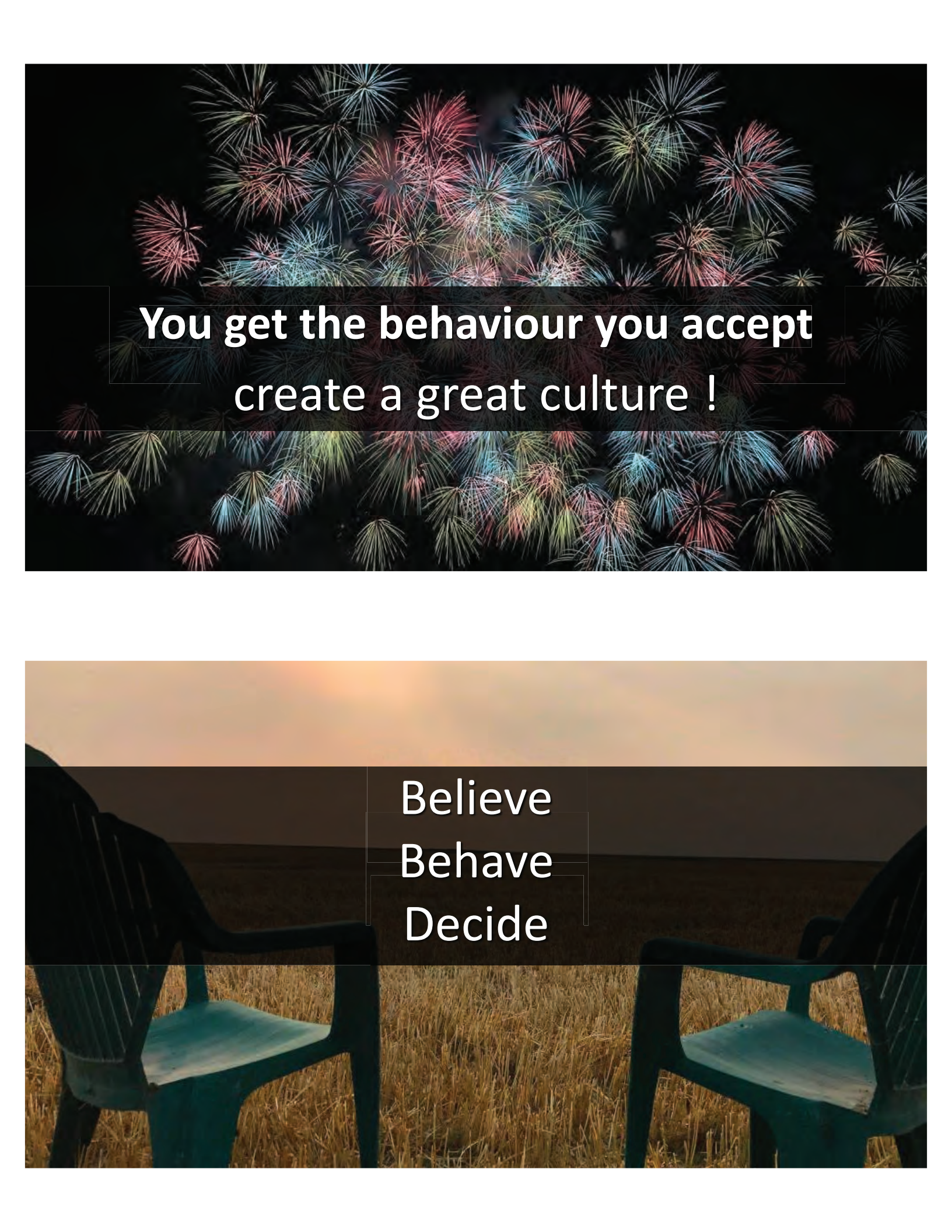
Deadlines. Organize. Code of conduct.



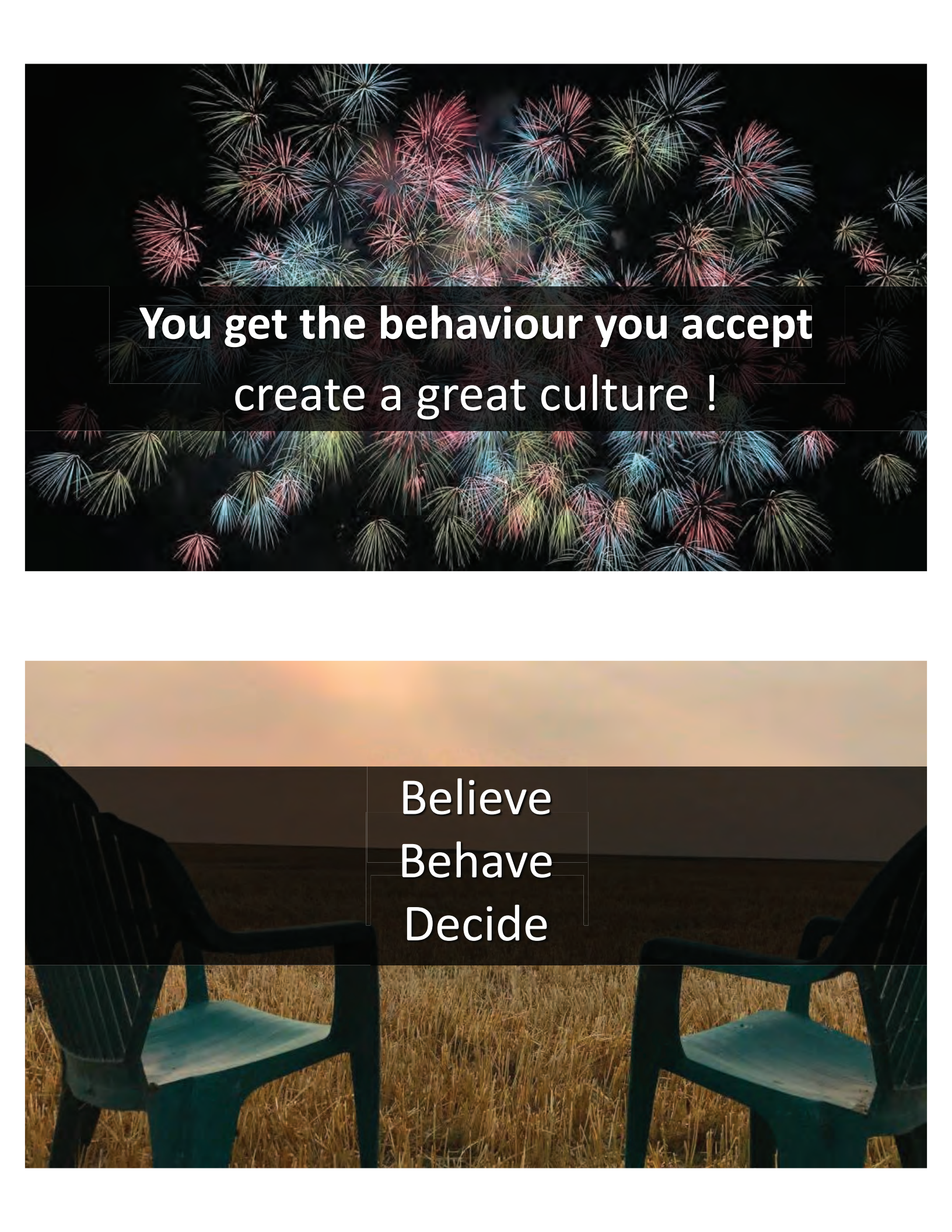
# Untrustworthy

Protect yourself. Document.





**You get the behaviour you accept  
create a great culture !**



**Believe  
Behave  
Decide**



Read NON-Violent Communication  
by Dr Marshall Rosenberg. Observe, Feel, Share  
Needs. Request Action







# When things don't work

- Necessary Endings :
- by Henry Cloud
- Signs it is time to go
- Being logical



# Focus & execute

Which hot button do you need to manage





Elaine  Froese  
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