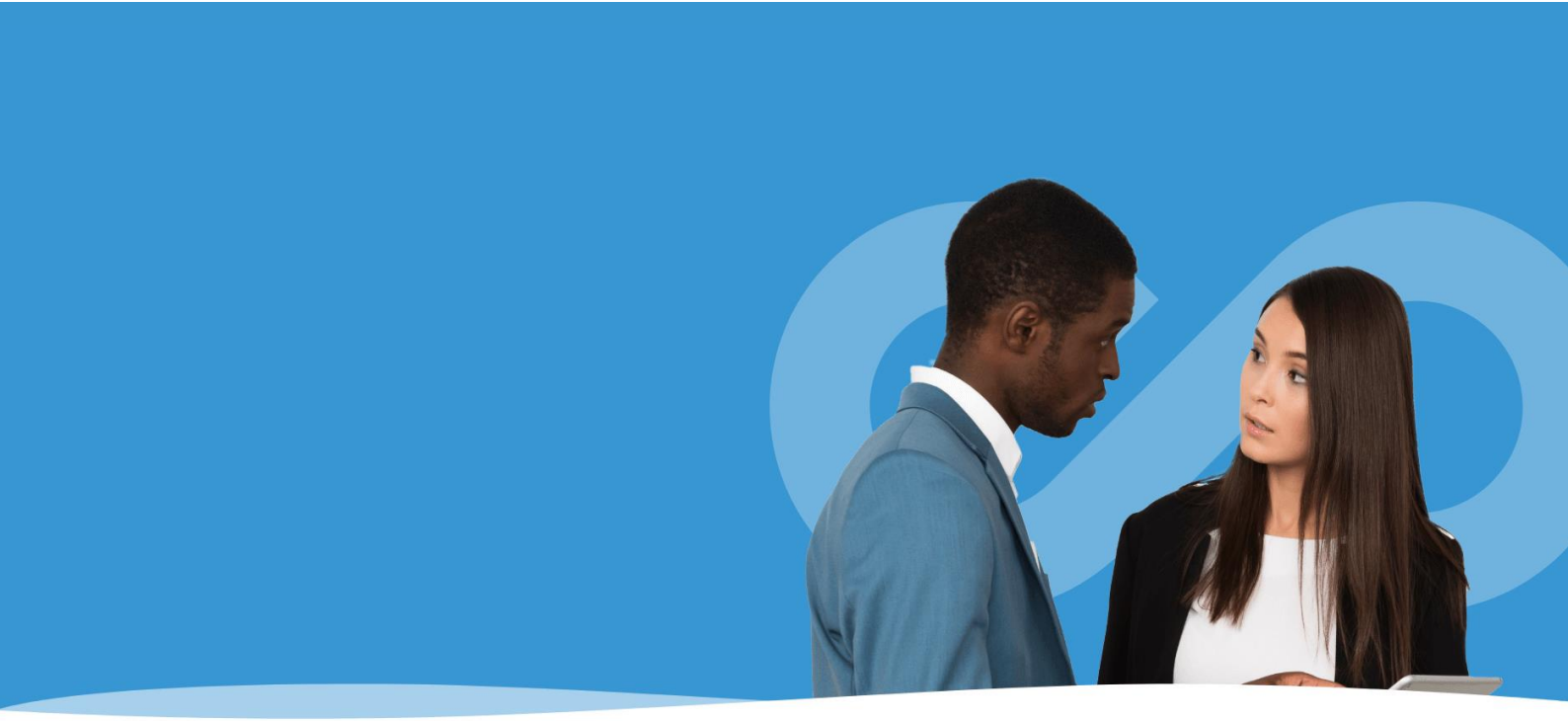




Difficult Conversations - Learning Group Guide

Chapter 2

Defuse the drama

Agenda

Thirty-minute timeline

Time	Activity
5 minutes	Check-in Everyone answer: What have you noticed lately about how you approach or avoid difficult conversations?
5 minutes	Group agreements Review your agreements and make sure they are working for you. Consider how you are using your communication styles in these meetings and if there are any elephants in the room in this group that need to be addressed. Adjust and update your agreements as needed.
15 minutes	Discuss learning from Exercises and Actions Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material. Debrief questions: • How did you overcome any threats or toxic behaviours (your own or others') associated with a difficult conversation? • How have you avoided a drama triangle? • What else did you learn about defusing your own emotions associated with difficult conversations?
5 minutes	Closing Each person share: My biggest takeaway from this chapter. How I will defuse strong emotions before having difficult conversations in the future.

In this chapter, you will:

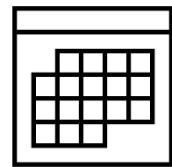


- defuse powerful limbic threats that complicate conversations
- recognise subtle limbic threats that quietly influence and derail your behaviour
- eliminate behaviours that lead to drama

Try it this week:

Throughout this week, pay attention to the team dynamics around you and your own role in them.

1. Consider your list of conversations and see which ones you are ready to have. Use the techniques you have seen to defuse your limbic reactions and deactivate drama triangles and go have the conversations.
2. Notice drama triangles in your workplace that you get caught in. Choose to start interacting differently with the other people involved.



To take your learning further:

1. Write down your key learnings from this chapter and the Be SAFE & Certain elements that cause reactions for you and take them to your **learning group** meeting to discuss.

Three steps for defusing reactions:

- **Ventilation** - burn off the hot emotions.
- **Labelling** - name the emotions that remain.
- **ABC** - return to your PFC.

ABC of Mindfulness



Be SAFE and Certain



Belonging



Status



Autonomy



Fairness



Expectations



Certainty



Threats

Cortisol
Adrenaline



Rewards

Dopamine

The DRAMA Triangle

