

## Emotion Radar Practice Conversation Starters

How to start an effective conversation with an emotional person:

1. Identify the emotion by observing the person's facial expressions, body language, etc.
2. Use the chart below to identify the Radar – the kind of thinking that's fueling the emotion.
3. Use one of the Conversation Starters, or something similar, to engage the person in a dialogue.

Tips:

1. Don't engage the emotion directly. Telling someone who's angry to calm down will only make them angrier!
2. If you think the person's thinking is accurate, then help guide them toward one thing they can do to redress the problem.
3. If you think the person's thinking is inaccurate, then try to give them at least one piece of evidence that counters their thinking.

Emotion	Radar	Conversation Starter
Anger	Violation of Your Rights	<ol style="list-style-type: none"> <li>1. Obviously you believe that I – or someone – violated your rights. Can we talk about it?</li> <li>2. You seem to think that I've stepped on your toes. Can we talk about it?</li> </ol>
Anxiety	Future Threat	<ol style="list-style-type: none"> <li>1. You seem worried. Is there something coming down the track that concerns you? Maybe we can talk about it.</li> <li>2. I can see that there's something ahead that's worrying you. Can we talk about it? Maybe I can help to put it in perspective for you.</li> </ol>
Frustration	Lack of Resources	<ol style="list-style-type: none"> <li>1. You seem to be upset about not having enough resources to handle this task. I'm not sure I can help, but can we talk about it?</li> <li>2. I know you're frustrated by [specific situation]. Can we talk about the resource constraints you've got? Maybe I can help.</li> </ol>
Sadness	Real Loss or Loss of Self Worth	<ol style="list-style-type: none"> <li>1. You really seem down. What is it you think you did wrong?</li> <li>2. You seem to be blaming yourself for what happened. Can we talk about what's upsetting you?</li> </ol>
Guilt	Violation of Another's Rights	<ol style="list-style-type: none"> <li>1. You must think that you stepped on someone's toes. Tell me about it.</li> <li>2. You seem to think that you trespassed on her in this situation. Tell me what happened.</li> </ol>
Shame	Violation of One's Own Standards	<ol style="list-style-type: none"> <li>1. You seem to think that you haven't lived up to your own expectations here. Can we talk?</li> <li>2. You're being really hard on yourself. Can you explain to me what happened.</li> </ol>
Not Sure?		<ol style="list-style-type: none"> <li>1. I'm not sure exactly how you're feeling. Can you tell</li> </ol>

		me what's going on and how it's making you feel?
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