Handling Difficult Situations

Stage	Body	Voice	Eyes	Process	Words
Sensing a difficult situation	Turn body to them Rest position	Silence	6		
Stage 1	Move forward Arms outstretch	Give air Low pitch	6 6	Awareness/Empathy	"It's " "That's "
Stage 2	Gestures to one side		6	"So what you are saying is " Reflect	Content and Emotion
Stage 3	Turn body away		Eyes away	(extra questions here)	"On the other hand" "Looking at that from a diffe perspective"