

Heart to Heart

CONVERSATIONS



A GUIDE FOR BEING SUCCESSFUL DURING CRITICAL CONVERSATIONS
WITH PEERS, PARENTS, AND OTHERS

Work2BeWell

WORKBOOK



Heart to Heart

CONVERSATIONS

Day 1

STEP 1- GET READY

TIPS FOR GETTING READY FOR THE HEART TO HEART CONVERSATION. WAYS TO MENTALLY AND EMOTIONALLY PREPARE FOR THOSE CRITICAL CONVERSATIONS.

STEP 2- GET GOING

TIPS ON HOW TO GET THE HEART TO HEART CONVERSATION GOING. CREATING A SAFE ENVIRONMENT TO FOSTER A SUCCESSFUL CRITICAL CONVERSATION.

Day 2

STEP 3- GO DEEPER

TIPS FOR GOING DEEPER DURING THE HEART TO HEART CONVERSATION. MAKING SURE THAT EVERYONE IS GETTING THEIR NEEDS MET AND FEELS HEARD DURING THOSE CRITICAL CONVERSATIONS.

STEP 4- GO FORWARD

TIPS ON HOW TO GO FORWARD AFTER A HEART TO HEART. ESTABLISHING ROLES AND RESPONSIBILITY OF EACH PERSON, AND CREATING GENTLE ACCOUNTABILITY AFTER A CRITICAL CONVERSATION.

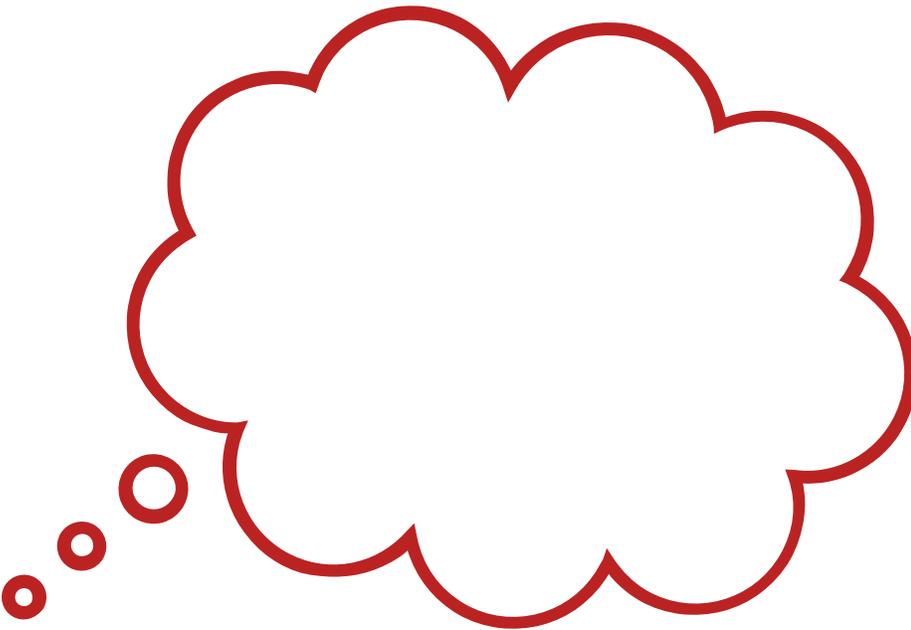


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WHAT MAKES A DIFFICULT CONVERSATION "DIFFICULT"?

 WRITE OR DOODLE THOUGHTS/FEELINGS



WHAT IS A CRITICAL CONVERSATION?

 WRITE OR DOODLE THOUGHTS/FEELINGS

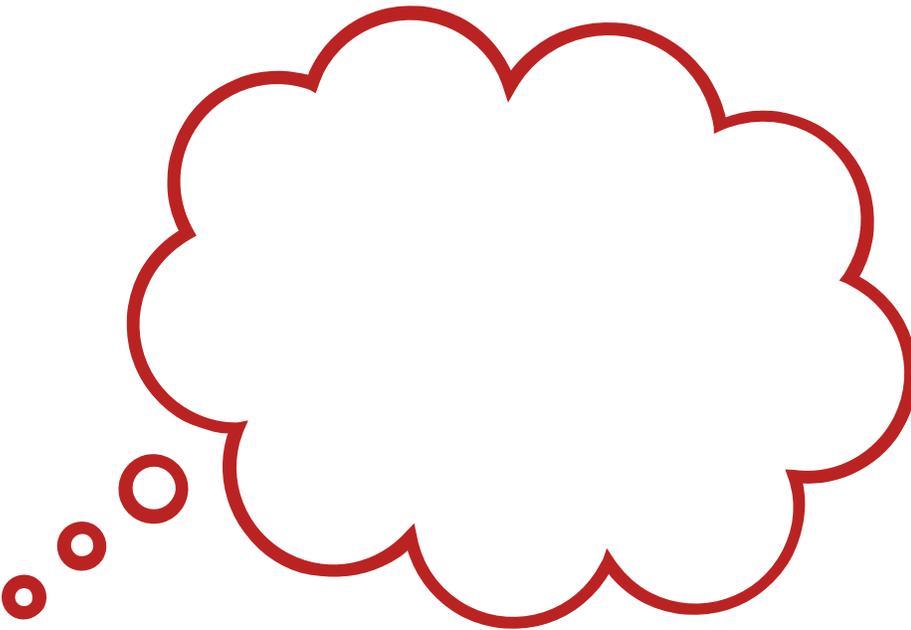


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LET'S REFLECT-
WHY DO YOU THINK PEOPLE SOMETIMES REFER TO DIFFICULT CONVERSATIONS AS A HEART TO HEART?

 WRITE OR DOODLE THOUGHTS/FEELINGS



LIST INDICATORS THAT A HEART TO HEART NEEDS TO HAPPEN.

 WRITE OR DOODLE THOUGHTS/FEELINGS



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STEP 1- GET READY: PREPARING MENTALLY AND EMOTIONALLY

- REFLECT ON WHY THE CONVERSATION IS NEEDED
- WRITE DOWN CONCERNS/VIEWS/QUESTIONS
- WRITE DOWN DESIRED OUTCOME
- PICK A COMFORTABLE PLACE FOR THE CONVERSATION
- PICK A CONVERSATION STARTER

WHY IS THIS IMPORTANT?

THIS STEP IS IMPORTANT BECAUSE IT WILL ALLOW INDIVIDUALS TO PREPARE FOR A CRITICAL CONVERSATION THAT COULD CAUSE AN EMOTIONAL REACTIONS OR RESPONSES THAT ALL CAN BE PREPARED TO HANDLE EFFECTIVELY. THIS PREPARATION ALLOWS US TO BE THE MORE FOCUSED, EMOTIONALLY AVAILABLE, AND MENTALLY PRESENT DURING THE CONVERSATION.

WHAT SIGNS OR FEELINGS TELL ME THAT THIS HEART TO HEART IS NEEDED:

TIME & PLACE: LIST THE BEST LOCATION AND TIME FOR THIS CONVERSATION TO TAKE PLACE (I.E. DURING A CAR RIDE, WHEN SIBLINGS ARE OCCUPIED, ETC)

OUTCOMES-- WHAT DO I REALLY WANT FOR ME? FOR THE OTHER PERSON? FOR THE RELATIONSHIP? FOR OTHERS?

HOW WILL I START MY CONVERSATION? LIST A SENTENCE STARTER HERE:

WHAT ARE IMPORTANT WORDS OR PHRASES I WANT TO INCLUDE THAT WILL HELP ME EXPLAIN MY MESSAGE?



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STEP 2- GET GOING: CREATING A SAFE ENVIRONMENT

- ALLOW SUFFICIENT TIME FOR THE CONVERSATION
- ESTABLISH BOUNDARIES FOR THE CONVERSATION
- ALLOW EACH PERSON TO SHARE CONCERNS/VIEWS/QUESTIONS
- USE MORE "I" STATEMENTS
- USE ACTIVE LISTENING

WHY IS THIS IMPORTANT?

THIS STEP IS IMPORTANT BECAUSE IT SETS A TONE AND CREATES A SAFE ENVIRONMENT FOR THE CRITICAL CONVERSATION. IMPLEMENTING THESE RECOMMENDATIONS WILL ALLOW FOR A PRODUCTIVE AND EMPATHETIC ENVIRONMENT, WHICH WILL PROMOTE AND FOSTER RESPECT, COMPASSION AND TRUST BETWEEN THE INDIVIDUALS INVOLVED.

HOW AM I FEELING ABOUT HAVING THIS CONVERSATION? HOW MIGHT THE OTHER PERSON BE FEELING?

ARE THERE WORDS OR PHRASES I SHOULD AVOID?

WHAT SPECIFIC GESTURE WILL I MAKE SO THAT I LISTEN WITH COMPASSION TO THE OTHER PERSON?

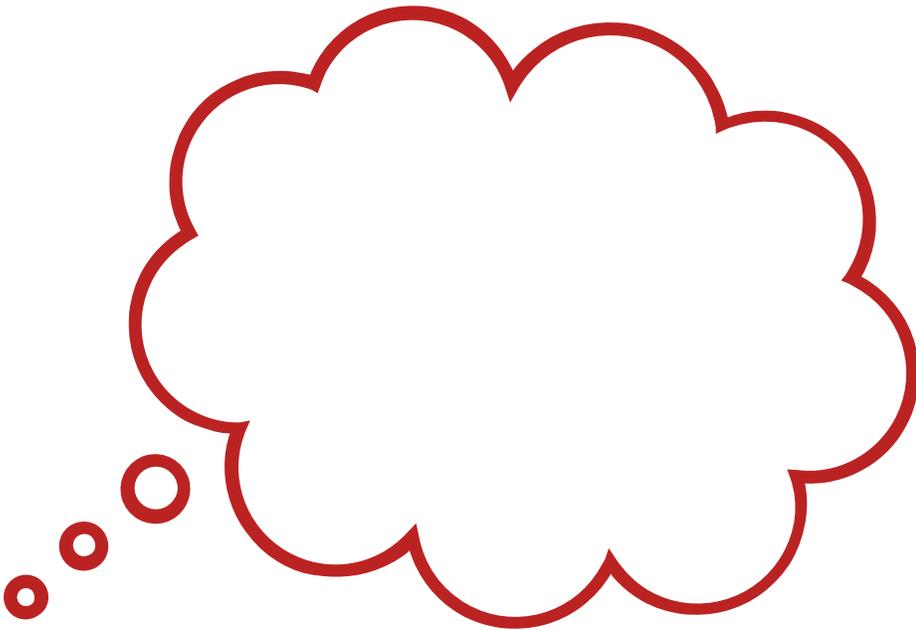


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THE SIGNIFICANCE OF NON-VERBAL COMMUNICATION

 WRITE OR DOODLE THOUGHTS/FEELINGS



HOW DO PEOPLE COMMUNICATE NON-VERBALLY?

 WRITE OR DOODLE THOUGHTS/FEELINGS

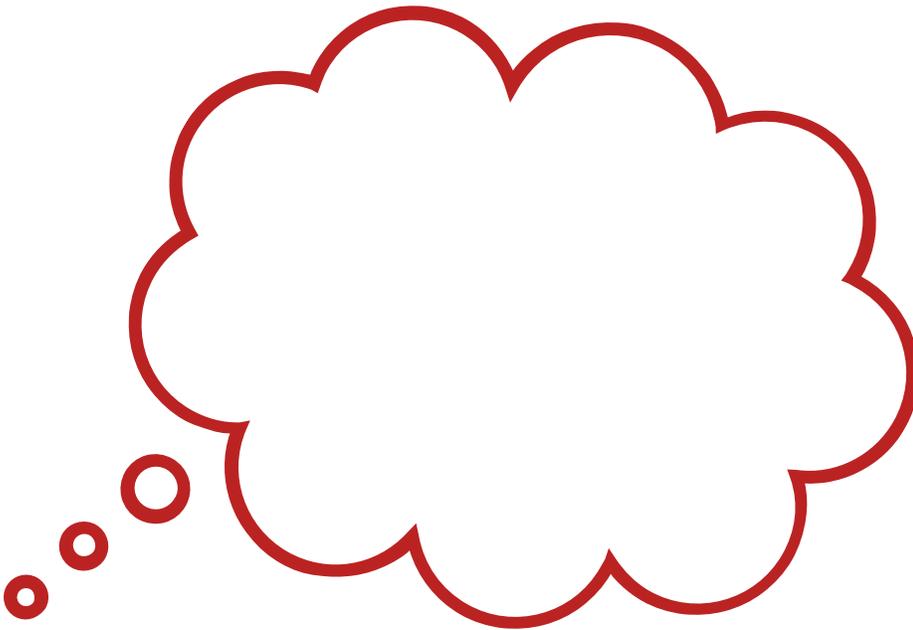


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LET'S REFLECT-
HAVE YOU EVER FELT MISUNDERSTOOD/NEGLECTED DURING AND/OR
AFTER A CHALLENGING CONVERSATION?

 WRITE OR DOODLE THOUGHTS/FEELINGS



LET'S CHAT-
WHY IS PAYING ATTENTION TO NON-VERBAL COMMUNICATION SO
BENEFICIAL?

 WRITE OR DOODLE THOUGHTS/FEELINGS



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STEP 3- GO DEEPER: FEELING HEARD & HEARING OTHERS

- IDENTIFY IF A MEDIATOR IS NEEDED
- CHECK FOR UNDERSTANDING DURING THE CONVERSATION
- ASK QUESTIONS FOR CLARITY
- IDENTIFY EACH PERSON'S NEEDS
- IDENTIFY OPTIONS AVAILABLE TO MEET THOSE NEEDS
- SHARE ANY FEARS OR ANXIETY ABOUT THE TOPIC
- REMEMBER THAT SILENT MOMENTS ARE OK!

WHY IS THIS IMPORTANT?

THIS STEP IS IMPORTANT BECAUSE IT PROVIDES THE OPPORTUNITY FOR THE INDIVIDUALS INVOLVED TO BE UNDERSTOOD WITH A BETTER POSSIBILITY OF GETTING THEIR NEEDS MET. IMPLEMENTING THESE RECOMMENDATIONS WILL PROMOTE EFFECTIVE COMMUNICATION, AND ENCOURAGE THE INDIVIDUALS INVOLVED TO PROVIDE AND RECEIVE SUPPORT.

REFLECT ON ANY FEARS OR ANXIETY ABOUT THE TOPIC OF THE HEART TO HEART:

WHAT I NEED MOST FROM THIS HEART TO HEART IS....

WHAT _____ NEEDS MOST FROM THIS HEART TO HEART IS....



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STEP 4- GO FORWARD: CREATING GENTLE ACCOUNTABILITY

- ESTABLISH ROLES AND RESPONSIBILITY OF EACH PERSON
- ESTABLISH GENTLE ACCOUNTABILITY
- CHECK IN WITH EACH OTHER
- REVISIT CONVERSATION IF NEEDED
- BUILD A SUPPORT NETWORK IF NEEDED
- DO NOT BE AFRAID TO INCLUDE PROFESSIONAL SUPPORT

WHY IS THIS IMPORTANT?

THIS STEP IS IMPORTANT BECAUSE IT WILL ALLOW INDIVIDUALS TO LEAVE THE CRITICAL CONVERSATION WITH AN UNDERSTANDING, A ROLE AND RESPONSIBILITY OF HOW TO APPROACH THE DYNAMIC GOING FORWARD. IT PROVIDES GENTLE ACCOUNTABILITY FOR EVERYONE, WHICH WILL PROMOTE AND FOSTER HEALTHIER DYNAMICS WITHIN THE RELATIONSHIP.

LIST REASONS WHY MOVING FORWARD COULD BE DIFFICULT AFTER A HEART TO HEART CONVERSATION. (I.E. HOW WOULD YOU RESPOND IF THERE WAS NO CLOSURE? IS YOUR THOUGHT PROCESS NEGATIVE OR POSITIVE AFTER A DIFFICULT CONVERSATION?)

WHAT AGREEMENT WOULD YOU LIKE TO PROPOSE?

IDENTIFY YOUR SUPPORT SYSTEM:



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MY SUPPORT NETWORK

RESOURCES

CONVERSATION STARTERS

[HTTPS://YOUNGMINDS.ORG.UK/MEDIA/1712/YOUNG-MINDS-CONVERSATION-STARTERS_FINAL-003.PDF](https://youngminds.org.uk/media/1712/young-minds-conversation-starters_final-003.pdf)

HOW TO TALK TO YOUR PARENTS

[HTTPS://WWW.YOURLIFEYOURVOICE.ORG/PAGES/TIP-HOW-TO-TALK-TO-PARENTS.ASPX](https://www.yourlifeyourvoice.org/pages/tip-how-to-talk-to-parents.aspx)

YOUTHLINE- TEENS SUPPORTING TEENS

[HTTPS://OREGONYOUTHLINE.ORG/](https://oregonyouthline.org/)

IMPROVING YOUR NONVERBAL COMMUNICATION

[HTTPS://WWW.VERYWELLMIND.COM/TOP-NONVERBAL-COMMUNICATION-TIPS-2795400](https://www.verywellmind.com/top-nonverbal-communication-tips-2795400)





CONVERSATION STARTERS

WAYS TO BEGIN

"I'M UPSET AND NEED TO TALK. DO YOU HAVE A LITTLE TIME? I'M NOT LOOKING FOR ADVICE: CAN YOU JUST LISTEN?"

"I HAVE A PROBLEM AND I NEED TO FIGURE OUT WHAT TO DO. I ALREADY HAVE PLENTY TO CONSIDER AND DON'T REALLY NEED MORE INPUT RIGHT NOW ... I'D JUST LIKE TO TALK IT THROUGH OUT-LOUD."

"I NEED YOUR HELP WITH SOMETHING. CAN WE TALK ABOUT IT SOON?"

"SOMETHING IS BOTHERING ME AND I REALLY WANT TO TALK ABOUT IT. I REALLY WANT TO HEAR YOUR FEELINGS ABOUT IT AND SHARE MY PERSPECTIVE AS WELL."

"I NOTICE THAT SOMETHING IS BOTHERING YOU. HOW CAN I SUPPORT YOU?"

"I'D LIKE TO TALK TO YOU ABOUT ----- AND I AM WONDERING IF YOU HAVE TIME ON ---- FOR US TO TALK."



CONVERSATION STARTERS

TO GET THE CONVERSATION BACK ON TRACK

"I'M HAVING A HARD TIME FINDING THE RIGHT WORDS. CAN I KEEP TRYING?"

"THIS IS IMPORTANT FOR ME TO PROCESS. CAN I KEEP GOING?"

"WE HAVE BOTH THOUGHT ABOUT THIS A LOT. HOW DO YOU THINK WE CAN MOVE FORWARD AND WORK THROUGH THIS ISSUE TOGETHER?"

"WHEN ----HAPPENED, I FELT----. THIS PROBABLY WASN'T YOUR INTENTION. I WANTED YOU TO KNOW SO WE COULD CLEAR THE AIR."

"WHAT I HEAR YOU SAYING IS ----. IS THAT CORRECT? WE DON'T HAVE TO AGREE BUT IT'S IMPORTANT FOR ME TO REALLY GET WHERE YOU ARE COMING FROM."



CONVERSATION STARTERS

FOR PARENTS

"DO YOU WANT ME TO LISTEN, DO YOU WANT ME TO GIVE ADVICE, OR DO YOU WANT ME TO GET INVOLVED/DO SOMETHING?"

"IF YOU TALK TO ME ABOUT WHAT IS WORRYING YOU, I CAN DO MY BEST TO HELP."

"YOU CAN TALK TO ME. I AM HERE FOR YOU."

"I MAY NOT UNDERSTAND BUT I DO WANT TO TRY. CAN YOU HELP EXPLAIN THIS TO ME?"

"IF YOU NEED TO TALK TO SOMEONE ELSE, THAT'S OKAY TOO."

"I WOULD REALLY LIKE TO HEAR YOUR THOUGHTS ON SOMETHING. CAN WE TALK ABOUT THIS (AFTER DINNER TONIGHT)?"

"I LOVE YOU. NOTHING CAN EVER CHANGE THAT."