

## Managing Difficult Emotions

### Remain Calm

Watch your tone of voice and non-verbal behavior.

### Acknowledge the Emotion

"I can see that you are very angry."

Show respect for the fact that the situation is difficult.

### Ask WHY? (WHAT or HOW)

"Help me understand your concerns. Why do you think...?"

"What do you mean by 'always, every, never'?"

"What does 'unreasonable' mean to you?"

"What would a 'good education' look like to you?"

"How did you expect this to turn out?"

"What leads you to that conclusion?"

"What do you most want to understand about...?"

"If you got that request, what problem would that solve?"

### Reframe the Issue

"You feel strongly that John needs day-to-day assistance with his assignments so he can experience success in school?"

## Steps To Active Listening

### Convey Interest

"I see... tell me more about..."

"What else happened?"

"What happened next?"

### Restate/Reframe

"You are frustrated by..."

"This situation has left you feeling..."

### Clarify

"I am not sure I understand..."

"Did I understand that right?"

"Are you saying that...?"

### Summarize

"So your concern is..."

## DISENGAGING

It is your choice to disengage. The manner of disengaging can strengthen or weaken continuing discussion.

**Acknowledge:** "I can see that you disagree. . ." or  
"I can see we view this differently. . ."

**Commit to involvement:** "I'm committed to working with you. . ."

**Describe:** "Words like incompetent and stupid. . ."

**Effect:** ". . .don't work for me. I get defensive and I can't listen."

**Specify preferred scenario:** "Right now, I need to step away and collect my thoughts. . ."

**Time:** "I'll be available to continue this meeting tomorrow morning."

**Leave:** "Thank you."

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