

Tension to Connection

How to defuse challenging conversations



Chapter 4 Handout:
Examples of Challenging
Conversations



Training for Young Workers

While watching the role-plays of challenging conversations, consider the following questions:



Retail Scenario - example 1
Communication that can lead to escalation.

1. What behaviours was the customer presenting?
2. What issue did the customer have?
3. What might the worker be feeling, dealing with a customer like this?
4. What did the worker do that helped?
5. What did the worker do that didn't help?
6. What would you do differently?



Retail Scenario - example 2

Communication that can help defusing.

1. What behaviours was the customer presenting?
2. What issue did the customer have?
3. What might the worker be feeling, dealing with a customer like this?
4. What did the worker do that helped?
5. What did the worker do that didn't help?
6. What skills did the worker use (i.e. managing expectations, validating, reflecting and paraphrasing)?
7. What would you do differently?
8. Were there any phrases or strategies that would be helpful in your role?
9. How was the worker using the principles we discussed earlier (person-centred, trauma-informed, strengths-based and intersectionality)?





Call centre Scenario - example 1

Communication that can lead to escalation.

1. What behaviours was the customer presenting?
2. What issue did the customer have?
3. What might the worker be feeling, dealing with a customer like this?
4. What did the worker do that helped?
5. What did the worker do that didn't help?
6. What would you do differently?





Call centre Scenario - example 2 **Communication that can help defusing.**

1. What behaviours was the customer presenting?
2. What issue did the customer have?
3. What might the worker be feeling, dealing with a customer like this?
4. What did the worker do that helped?
5. What did the worker do that didn't help?
6. What skills did the worker use (i.e. managing expectations, validating, reflecting and paraphrasing)?
7. What would you do differently?
8. Were there any phrases or strategies that would be helpful in your role?
9. How was the worker using the principles we discussed earlier (person-centred, trauma-informed, strengths-based and intersectionality)?

Get in touch if you have any questions.



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Training for Young Wrokers