

Tension to Connection

How to defuse challenging conversations



Chapter 6 Handout:
Summary and Resources



Training for Young Workers

Learning consolidation

In this training we covered a variety of topics. These topics include:

1. Safety is key.
2. Distress, anger, and miscommunication can lead to challenging conversations and when there is a communication barrier tensions can escalate.
3. We can respond to escalations using skills that promote care and compassion, leading to the tension being defused.
4. Knowing your boundaries and your organisational boundaries is important.
5. To make this work sustainable we need collective and self-care.



Final Activity



1. What can you do to prioritise the safety of yourself and others in your workplace, when having challenging conversations?
2. What is the main cause of challenging conversations in your workplace?
3. What skills that we've discussed today could be helpful in responding to those conversations?
4. What is one thing you have learnt today that you want to implement in your workplace?
5. Are there any barriers to implementing these learnings in your workplace?
6. What are your personal boundaries? Professional boundaries?
7. What is your organisation doing to look after you? What else could they do?
8. What current self-care strategies do you use?

Further resources

You can find more information on any of the topics in this resource as well as a wealth of other topics on WIRE's website [here](#).

[More information about Kimberlé W. Crenshaw, who coined the term intersectionality](#).

[Trauma informed practice framework](#)

[Being trauma-informed in the workplace \(Video\)](#).

[Strengths-based approaches](#)

[How Stress Affects Your Body and Mind \(Video\)](#).



Referrals - where you can go for support

1800 RESPECT

- 24/7 national domestic, family and sexual violence counselling, information and support service.
- <https://www.1800respect.org.au>
- Call 1800 737 732 or reach out via the online chat on this website.

Blue Knot: Empowering recovery from complex trauma

- <https://blueknot.org.au/>
- 1300 657 380

Centre for suicide prevention

- <https://www.suicideinfo.ca/workshop/start>

Find your union:

- www.Australianunions.org.au

Head to Health

- <https://www.headtohealth.gov.au/>
- [headtohealth.gov.au/support-for-young-people](https://www.headtohealth.gov.au/support-for-young-people)
- 1800 595 212

Mensline Australia

- <https://mensline.org.au>

Young Workers Centre

- www.youngworkers.org.au
- 1800 714



Get in touch if you have any questions.



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