



Handouts

This section contains participant handouts, all of which are suitable for photocopying. Depending upon your personal preferences and training needs, many of these handouts might also be used as overheads.

The notation at the top of each page indicates the handout number and title, and the module and activity number with which the handout is associated.



Handouts: Module 3

Handout 15: If you had a choice...

Handout 16: Personal Style Continuum

Handout 17: Choosing to Pull Back

Handout 18: Pulling Back—When Feelings Get in the Way of Listening

If you had a choice...

Read the statements below. Based on the information given, number the statements from 1 to 3, choosing the person whom you would most want to work with as number 1 and least want to work with as number 3.

_____ Mentee A: A divorced woman who has had several jobs in the past few years. She's has never worked as a caregiver but has to work now because she is trying to stay off welfare.

_____ Mentee B: A young mother of two who completed training with flying colors. She's energetic and enthusiastic and loves to work with people.

_____ Mentee C: This mentee has a history of alcohol abuse. Although she is technically in uniform, her clothes are dingy and sneakers very worn. She is on time and eager to meet you.

Personal Style Continuum

Introvert **I**  **E** **Extrovert**

I prefer to work alone than on a team.
I am more comfortable with a few close friends than at a big party. When I have a problem, I think inwardly.

I love to be around people, and I think problems are solved better in groups.
I am very comfortable at large parties and in social situations.

Big-Picture Person **BP**  **DO** **Detail-Oriented Person**

I need to have a goal before I start with a project. I get very bored with details and endless amounts of facts.
I make decisions quickly, and am often the person to offer a lot of suggestions to people.

I need to know every angle of a story before making a decision.
I don't like abstract theories.
I am very organized in my work.

Feeler **F**  **T** **Thinker**

When I'm working with someone, I sometimes excuse their behavior for what they've been through in life, what their family is like, how they are feeling.
I am able to sense when people are upset or depressed—happy or joyous.

I make decisions based on facts, putting my own and other people's feelings or emotions aside. I'll go against my gut feelings, even if it doesn't feel right when I know the logic behind something is true.

Present-Oriented **PO**  **FO** **Future-Oriented**

I am spontaneous and don't need to follow a specific plan. I'm good with long projects without a definite ending. I don't do deadlines—they get me too stressed! Tell me what to do today or tomorrow. I can't handle thinking a month in advance.

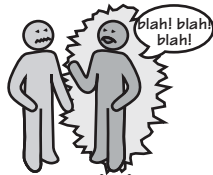
I need a plan before I start a project.
I have to know there will be an ending, and that I am working for a goal. I'm not too adaptive when it comes to change. If I'm at a meeting, I need to have an agenda.

Choosing to Pull Back

Sometimes you are faced with situations and people who provoke an emotional response—be it anger, hurt, frustration, hopelessness, or sadness. When you are in an emotional state, listening becomes difficult and communication becomes “charged.” You always have a *choice* in how you respond.

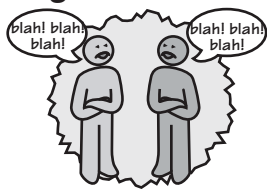
When a person provokes your emotions, you have a choice.

Option A
Respond based on your emotions



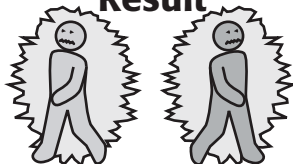
- Defend your opinions.
- Prepare your response.

Engage in emotionally charged conversation



- Look for evidence to support opinions.
- Discount evidence to the contrary.

Result



Option B
Pull back from your emotions



- Suspend your opinions, and put them on hold.
- Listen actively, without blocks or judgment.

Engage in “non-charged” conversation



- Look with curiosity for new information or insights.
- Stay open to changing your opinion.

Result



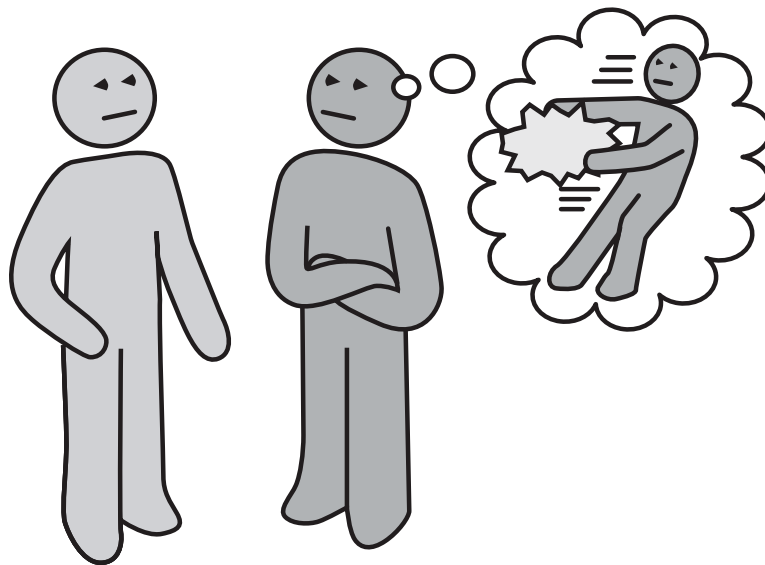
Option A generally leads to:	Option B generally leads to:
<ul style="list-style-type: none">■ Difficulty thinking clearly■ Inability to listen■ Difficulty in being open to believing or trusting the other person■ Being judgmental■ Feeling justified or self-righteous■ Blaming the other person■ Holding onto anger, resentment, mistrust■ Self-fulfilling prophecy—in the future, the person will most likely act in the negative way we expect.	<ul style="list-style-type: none">■ Clear thinking■ More appropriate communication■ More empathy for those who think, see, and believe differently■ Nonjudgmental responses■ Having <i>more</i> information, and therefore, a better understanding of the whole situation■ Defusing anger■ Building trust■ Problem solving that involves both parties, resulting in mutual ownership of the solution■ Self-fulfilling prophecy—in the future, the person will most likely act in the positive way we expect.

“Pulling Back” Means:

- Being able to pause,
- Getting one’s emotions under control, and then
- Clearly observing and assessing the situation, before responding.

Steps for Pulling Back

1. Notice your internal reaction and judgments.
2. Freeze your reaction and put it aside.
3. Put your attention back on the other person.



Pulling Back—When Feelings Get in the Way of Listening

What behaviors, people, or situations provoke your emotions?

- I hear the same complaint over and over again.
- Someone refuses to take responsibility for a problem.
- I feel personally blamed or attacked and therefore defensive.
- I get the sense that I am failing or have somehow messed up.
- The issue is too close to the bone for me.
- I'm blamed for something that isn't my fault.
- I think the other person is lying.
- I know I'm right.
- I think one person is right and another is wrong.
- My idea is brilliant and the other person won't accept it.
- I think this will go on forever and I don't have the time for it.
- Someone's behavior reminds me of my mother/spouse/ex...
- I'm tired, stressed, or just not in the mood.
- Others. _____

What do you usually do (what is your usual pull-back strategy) to calm yourself down? Identify one method to use *in the moment* and one to use to *help you prepare* for stressful situations. _____
