

Feelings and Needs



Stephen Haunts

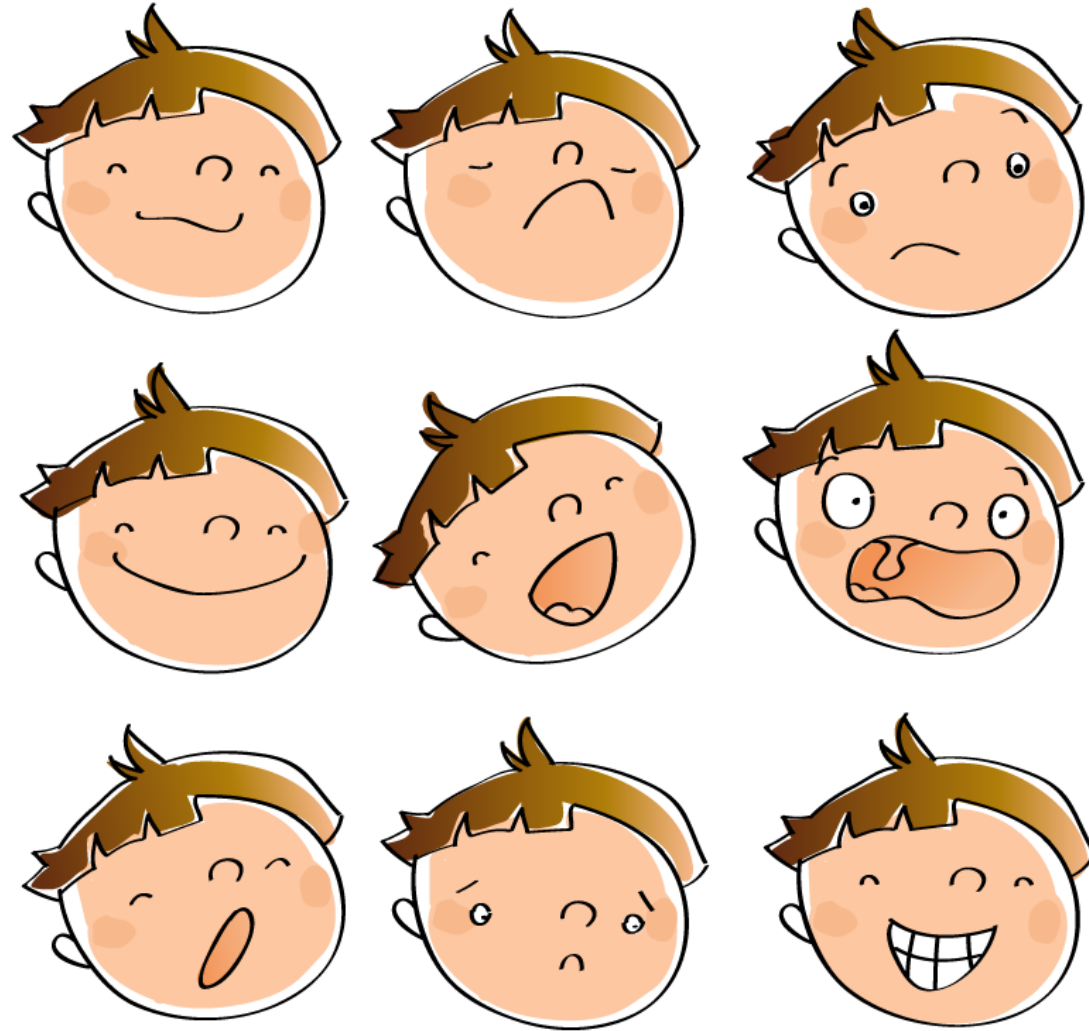
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Overview



- Look at how you react
- Different stages to conflict resolution
- Anger
- How are you feeling?

How Do I React?



How Do I React?

When someone is **ANGRY** with me, I.....

How Do I React?

When someone I know **SULK**s, I.....

How Do I React?

When I see someone **CRYING**, I.....

How Do I React?

When someone **IGNORES** me, I.....

How Do I React?

When I am **LAUGHED** at, I.....

How Do I React?

When someone is **DISAPPOINTED** with me, I.....

How Do I React?

When someone is **ANGRY** with, I.....

When someone I know **SULK**s, I.....

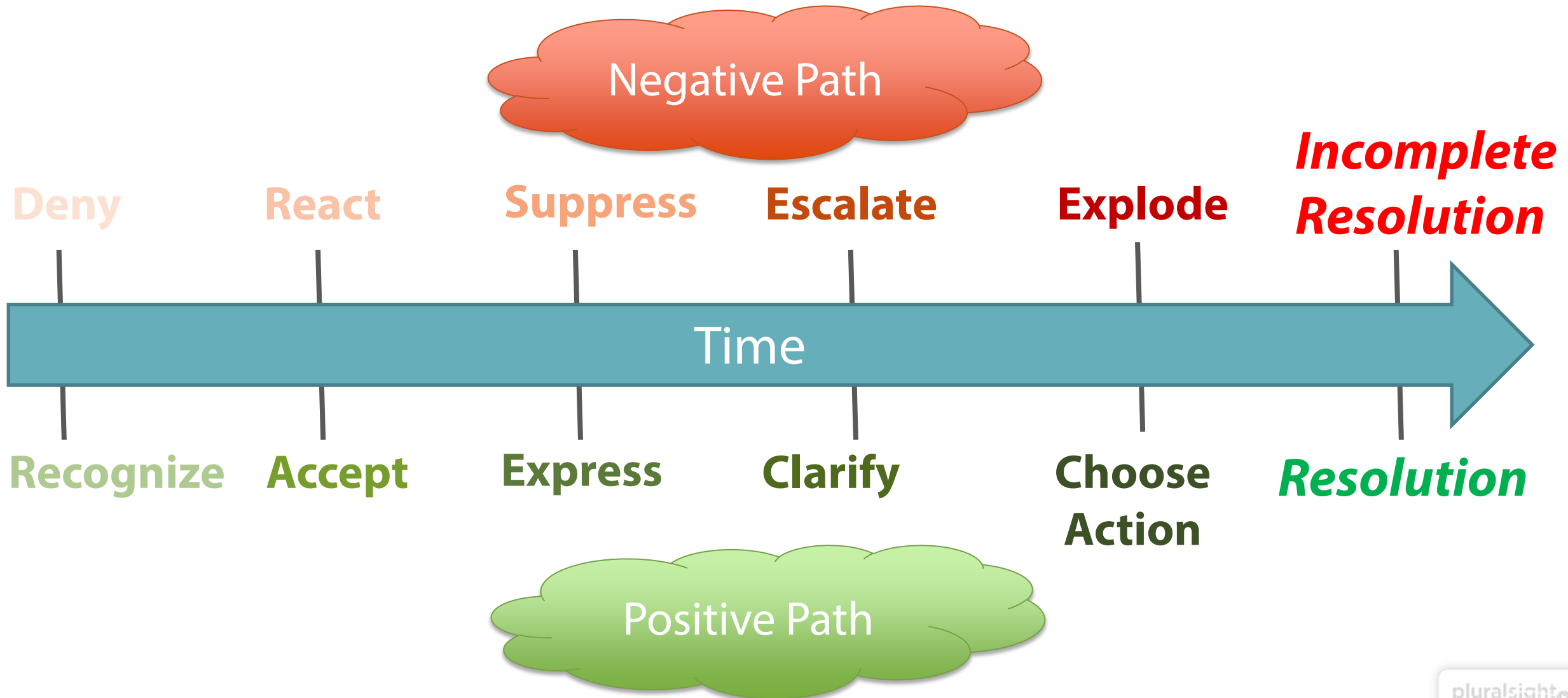
When I see someone **CRYING**, I.....

When someone **IGNORES** me, I.....

When I am **LAUGHED** at, I.....

When someone is **DISAPPOINTED** with me, I.....

The Stages to Resolution



Anger



Anger



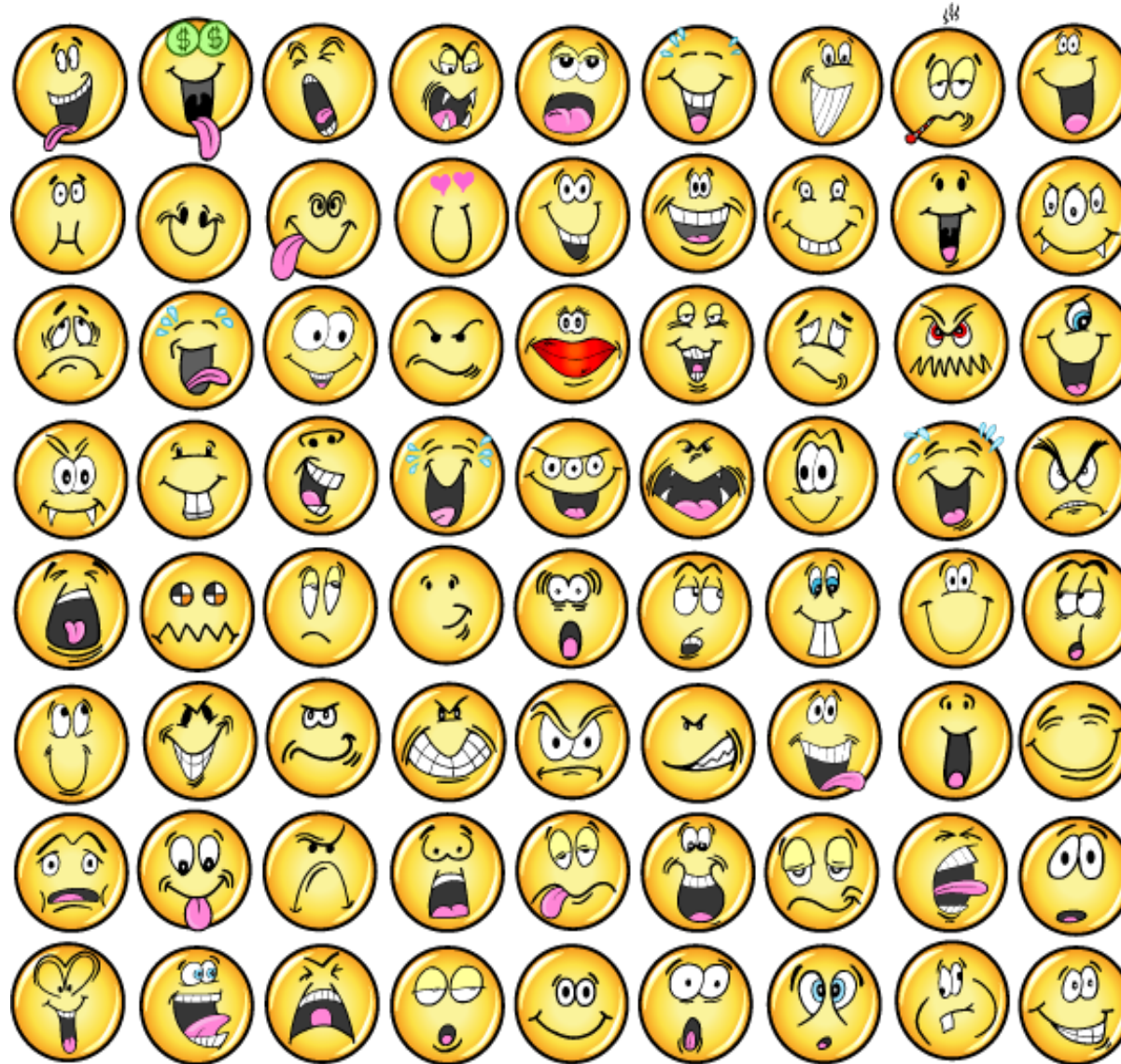
Anger



How Have You Been Feeling?



How Have You Been Feeling?



“

Greet conflict in a positive way, be
ready to learn something new or
improve the relationship

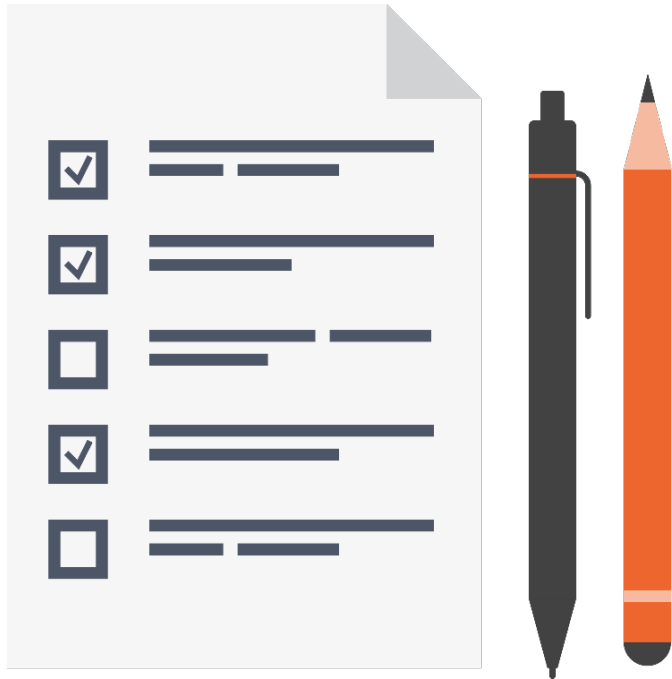
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“

Identify what level the conflict is at,
this will help us to choose an
appropriate strategy

”

Module Summary



- How do you react in certain situations?
- The 5 stages to resolution
 - **Negative** : Deny, React, Suppress, Escalate, Explode
 - **Positive** : Recognize, Accepting, Expressing, Clarifying, Choosing an Action

Module Summary



- Anger leads to tension that needs releasing
- Regularly look at how you are feeling