

TOUCH POINT CONNECTION

Conversations with Teens

Supporting Their Choices



WELCOME EVERYONE !

- Teachers
- Parents
- Agency staff members
- Caring citizens



INTRODUCTIONS

PRESENTERS



TODAY'S GOALS

- Explore effective ways to talk with teens and young adults
- Learn and practice conversational techniques
- Learn how to empower young people to make the best choices for themselves



WHY ARE WE HERE TODAY?

- To learn how to have effective conversations with teens
- To move the **adult** from feeling inadequate or frustrated to helpful and supportive
- To move the **teen** from "I wish" or "I'm stuck" to empowerment



TODAY'S AGENDA

- Peeking into the life of today's teen
- Setting the foundation/context
- Learning and practicing conversation skills
- Typical expectations and reactions
- Reviewing options, decisions, resolutions
- Wrap up



LIFE OF TODAY'S TEEN...

A New Generation

New Challenges



CONVERSATION DEMO

- Demonstrations: Various scenarios
- Contrasting role-plays
- The good, the bad, and the ugly



EXPECTATIONS AND REACTIONS

Typical

Expectations:

Teen:

Listen, help, advise, solve

Adult:

Open up, better relationship, help,
advise, resolve, tell

Typical Reactions:

Teen:

Yes, no , maybe, back-off

Adult:

Satisfaction, concern, judgment, disagreement with
outcome
or non-negotiables



SETTING A NEW FRAMEWORK

- Provide safety/sanctuary/permission
- Create the context for the conversation
- Build trust and mutual respect
- Show up-stay in the moment
- Try not to judge what you hear
- Discuss any non-negotiables



SANCTUARY

- **Sanctuary:** A refuge; a place providing protection and shelter from danger or hardship.
- What is Sanctuary?
- What does it feel like?
- How do we create it?



SANCTUARY

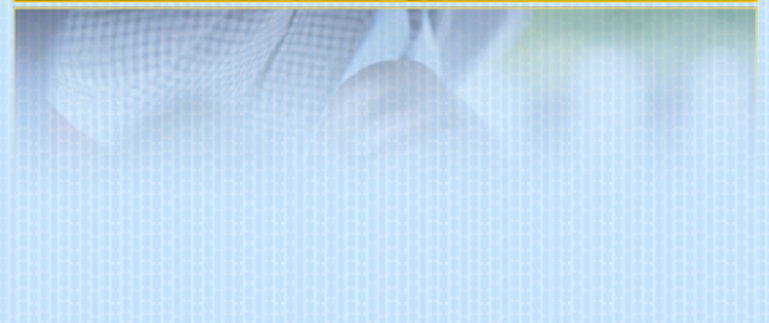


BREAK

10 MINUTES

BASIC SKILLS

- Active Listening
- Asking Questions
- Closing the Conversation



REMEMBER: The main goal of the conversation is **not** to have the adult "fix the problem."



DEFINITION OF ACTIVE LISTENING

- A communication technique
- Requires listener to feed back what they hear by restating and/or paraphrasing
- Confirms what is heard
- Confirms the "understanding" of both parties



LET'S PRACTICE

1. Active Listening

- Pair up and take turns:
- Adult speaks to other adult
- Speaker not to be interrupted
- Listener listens attentively, limiting responses to:
 - ✓ Tell me more...
 - ✓ What I hear you saying is (paraphrase or summarize, with no embellishment.)... Did I get it?
 - ✓ Silence; give them space to go where they choose.



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DEBRIEF



LET'S PRACTICE

2. Asking Open-Ended Questions

- Avoid leading or loaded questions
- Practice open-ended questions
 - ✓ How can I be helpful?
 - ✓ What have you tried before?
 - ✓ What could you have done differently?
 - ✓ What would you recommend to a friend?
 - ✓ How is all this sitting with you?

DEBRIEF



LET'S PRACTICE

3. Ending the Conversation

- Check for additional clarity
- Summarize options/choices
- Bring awareness to possible resolutions
- Discuss potential next steps including more exploration and/or conversation as needed with others

DEBRIEF



CONVERSATION RESULTS

- Greater clarity
- Generation of options/choices
- No resolution, partial resolution, full resolution.....
- Possible action steps
- More exploration of possibilities as needed



BREAK

10 MINUTES

THE SHIFTS

- **Teens** coming to the realization they have the power to make good decisions about their lives
- The **relationship** has been established for future support or continued conversations



Giving Advice versus Coaching

- *Giving Advice:*
- Authoritative
- Doubting
- Agenda
- Telling
- Directing
- Dependent
- Rescuing
- *Coaching:*
- Asking permission
- Trusting
- Curiosity
- Listening
- Asking questions
- Independent
- Empowering



WRAP-UP

- Debrief
- Questions?
- Thoughts?



RESOURCES

Possible Resources to Support Talking with Teens

- **Advanced Reasoning Skills in Adolescents;** www.centerforbrainhealth.org
- www.jstcoach.com/jodi-sleeper-triplett
- International Coach Federation www.coachfederation.org
- **Local Chapter of the ICF** www.icftucson.com
- Co-Active Coaching by Whitworth, Kimsey, and Sandahl
- Language and the Pursuit of Happiness by Chalmers Brothers
- Complete Idiot's Guide to Child and Adolescent Psychology
- www.touchpointconnection.org
- Enneagram Made Easy by Baron and Wagele
- www.TED.com Simon Sinek; How Great Leaders Inspire Action.
Start with Why



Thank you for attending!

