

## The calming effect

### How to calm other people

#### Presentation Objectives

- Understand how staying calm allows us time to think clearly and logically.
- Learn why people become emotional
- Understand how staying calm allows us time to think clearly and logically.
- Be and be seen by others as a confident person who is in control.
- Implement a 3 step process of understanding (listening & empathy), aligning and questioning to calm other people when they become emotional.
- Learn to make less accusing statements by asking more questions allowing you to stay in control of difficult conversations.

#### Customisation

StressLess Learning works in partnership with clients to customise and refine all presentation content and duration to suit both organisational goals and individual participant requirements.

All presentation outlines are therefore to be used as a guide only.

#### Duration

1.5 hour presentation or 3 hour workshop

#### Target Audience

Those that need to calm other people in stressful situations

#### Presentation theme

We have all been in situations where emotions run out of control. Once emotions are running high it is difficult if not impossible to think rationally and logically, two important skills required to solve most issues.

Certainly we must be able to remain calm ourselves to be able to think clearly and logically. It is equally imperative that the other person we are engaging with remains calm as well so they can take on board the message we are trying to impart.

Assuming we can stay cool in a difficult conversation or situation ourselves, what skills and tactics can we employ to influence other people's behaviour and help calm them whilst still being able to focus on our overall objectives and stay in control of the conversation.