



Scenario	Response
<p><b>Someone repeatedly interrupting</b></p>	<p><b>Step One:</b> Validate their passion for the topic or valuable contribution</p> <ul style="list-style-type: none"> <li>- <i>I can see you have given this a lot of thought, Jack</i></li> <li>- <i>I know this is an area you care a lot about, Sarah</i></li> </ul> <p><b>Step Two</b> Don't shame them for interrupting. Normalise the behaviour.</p> <ul style="list-style-type: none"> <li>- <i>You clearly have a lot of passion here and its normal in that context to just want to share it!</i></li> </ul> <p><b>Step Three</b> Protect the speaker's space by taking the focus back to the person who was talking</p> <ul style="list-style-type: none"> <li>- <i>We hadn't quite finished hearing what Mary was saying; can we get back to you after that?</i></li> <li>- <i>There are still a few people we haven't heard from, so let's do that before we get into more detail.</i></li> </ul>
<p><b>Getting off track in conversation</b></p>	<p><b>Step One: notice</b></p> <ul style="list-style-type: none"> <li>- Call it early. Make everyone aware that the conversation has drifted. The longer the hesitate the harder it will be to draw the group back and regain their attention.</li> </ul> <p><b>Step Two: Name the need to move on</b></p> <ul style="list-style-type: none"> <li>- <i>This sounds like a post-session conversation. Let's pick it up then.</i></li> </ul>
<p><b>Strong differences of opinion</b></p>	<p><b>Stage One</b></p> <p><b>Step one: Notice and Name</b></p> <ul style="list-style-type: none"> <li>- <i>It looks like there are some strong feelings here.</i></li> </ul> <p><b>Step Two: Validate and normalise</b></p> <ul style="list-style-type: none"> <li>- <i>It can be hard to hear each other when we have such strong feelings</i></li> <li>- <i>This is a big issue, no wonder there are some strong feelings going on!</i></li> </ul> <p><b>Step Three: Wonder</b></p> <ul style="list-style-type: none"> <li>- <i>I'm wondering if we can just take a breath here and make sure we are hearing each other</i></li> </ul>
<p><b>Dropping emotional bomb</b></p>	<p><b>Step One: Validate</b> <i>I don't really know what to say right now, Beth. I'm just so glad you told me.</i></p> <p><b>Step 2: Normalise</b> <i>I'm sure anyone would have struggled in that situation.</i></p> <p><b>Step 3: Move back to the content ONLY AFTER the girl feels heard</b></p>



	<p><i>I know this is important and I'm worried if we talk about it now, I won't be able to give it the attention it deserves. Let's talk about this after the session.</i></p> <p>DON'T: Gloss over it because you feel awkward or try and relate it straight back to the topic prematurely: <i>"That's really hard... That reminds me of the next case we are talking about on sexual grooming"</i></p>
<p><b>Comments directed at the Facilitator</b></p>	<p><b>Step One: Validate</b></p> <ul style="list-style-type: none"> <li>- Take a breath</li> <li>- Don't be judgemental</li> <li>- <i>This is tricky content. I can see I haven't worded that explanation well.</i></li> </ul> <p><b>Step 2: Normalise</b></p> <ul style="list-style-type: none"> <li>- <i>I still struggle with this after studying it for years</i></li> </ul>
<p><b>Someone not participating</b></p>	<p>It's best not to put people on the spot... that breeds resentment or fear</p> <p><b>Step 1:</b> If few people have not yet spoken on the discussion point, we can NOTICE and NAME this</p> <ul style="list-style-type: none"> <li>- <i>I NOTICE that a few people haven't spoken yet. Does anyone who hasn't spoken yet want to say something?</i></li> </ul> <p><b>Step Two:</b> We then validate non-participation and create a space where they feel comfortable sharing</p> <ul style="list-style-type: none"> <li>- <i>Some people learn best by observing and are more comfortable listening than talking.</i></li> </ul> <p><b>Step Three:</b> If a particular person has not spoken and you want them to, give them some warning first by validating the value of their perspective</p> <ul style="list-style-type: none"> <li>- <i>Your role in admin has some specific insights that are very important to our discussion, Ally. I know you said earlier you didn't have anything to add, but I'm worried about missing on your valuable contributions.</i></li> </ul>