

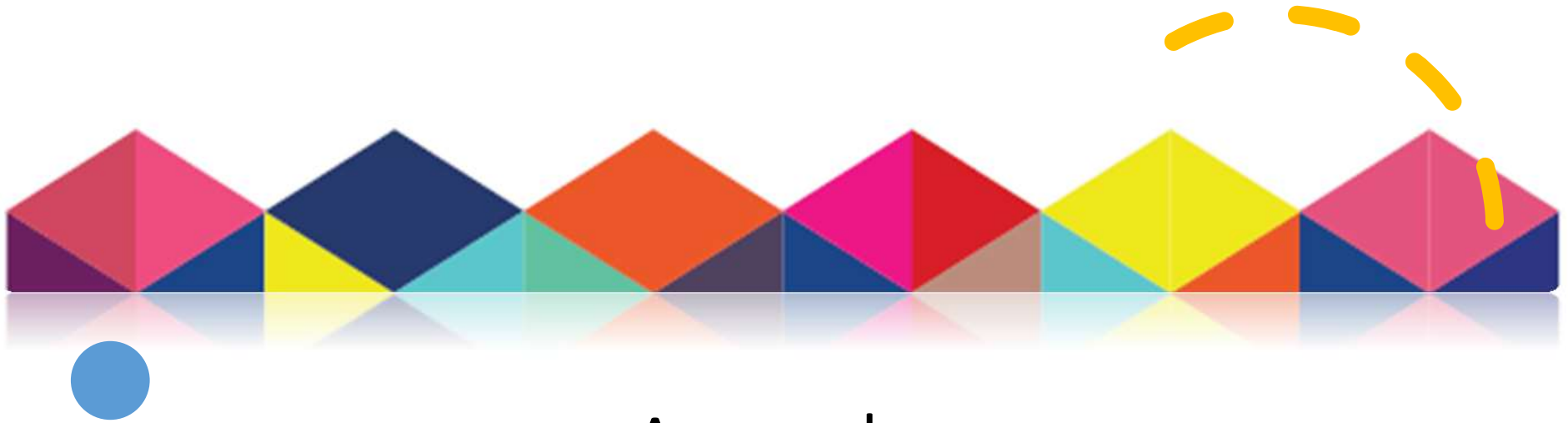


Hard Conversations

CARLYN ANDREW, LPC, NCC, CCTP, MSE
Chief Culture Officer
Boys & Girls Clubs of the Fox Valley

Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.





Agenda

State of Youth Mental Health
Conditions for Conversations
Brain & Stress Response

Strategies for Supporting Social-Emotional Development
Helpful words and phrases to use

State of Youth Mental Health



40% increase

40% increase of youth reporting persistent feelings of sadness and hopelessness 2009 to 2019.



1 in 5 Youth

1 in 5 young people live with a mental health condition.



28% increase

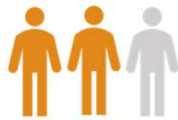
28% increase of youth psychiatric visits for depression and/or anxiety 2015 to 2019.



57% increase

57% increase in suicide for ages 10-24 from 2007 to 2018.

Prevalence of Trauma



2/3 of Youth

More than 2/3 of children have experienced at least 1 traumatic event by age 16.



1 in 7 Youth

At least 1 in 7 children have experienced child abuse or neglect in the past year.



1 in 500 Youth

1 in 500 children lost a caregiver due to COVID-19.

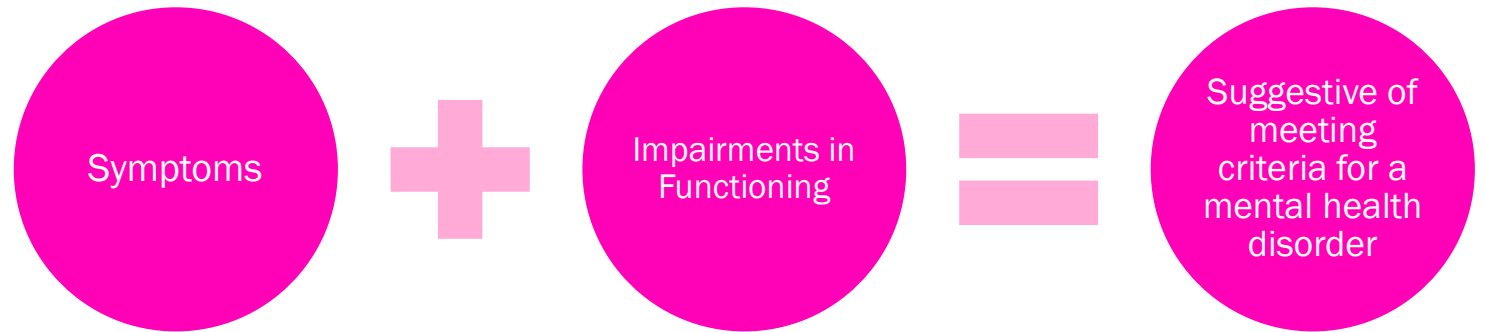


1 in 4

High School Students

1 in 4 high school students was in at least 1 physical fight. 1 in 6 experienced Cyberbullying.

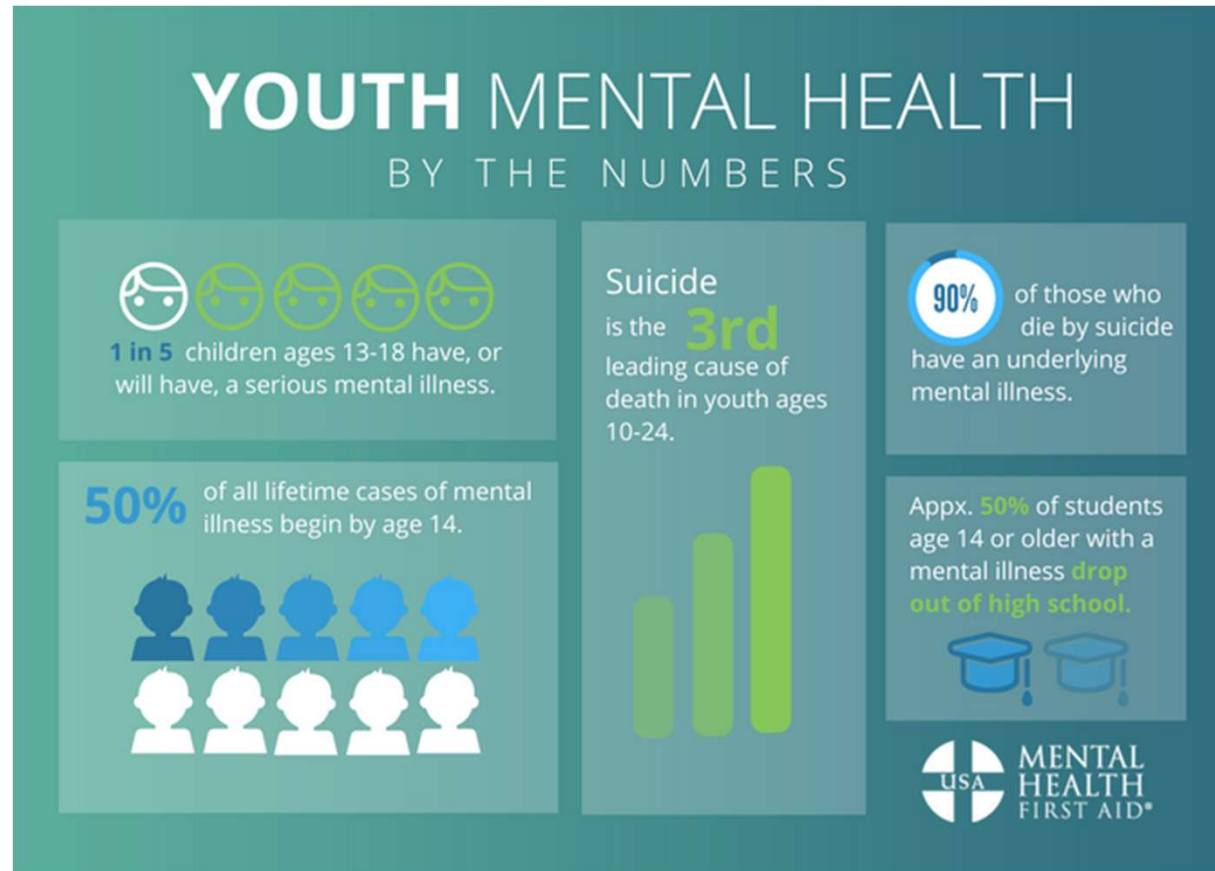
Stress Vs. Mental Health Condition



Youth Mental Health First Aid

Consider further training, such as Youth Mental Health First Aid

- ▶ Differentiate between typical development and signs/symptoms
- ▶ Five step action plan of what to do and say to support a young person experiencing mental health concerns, developing illness, or in crisis.



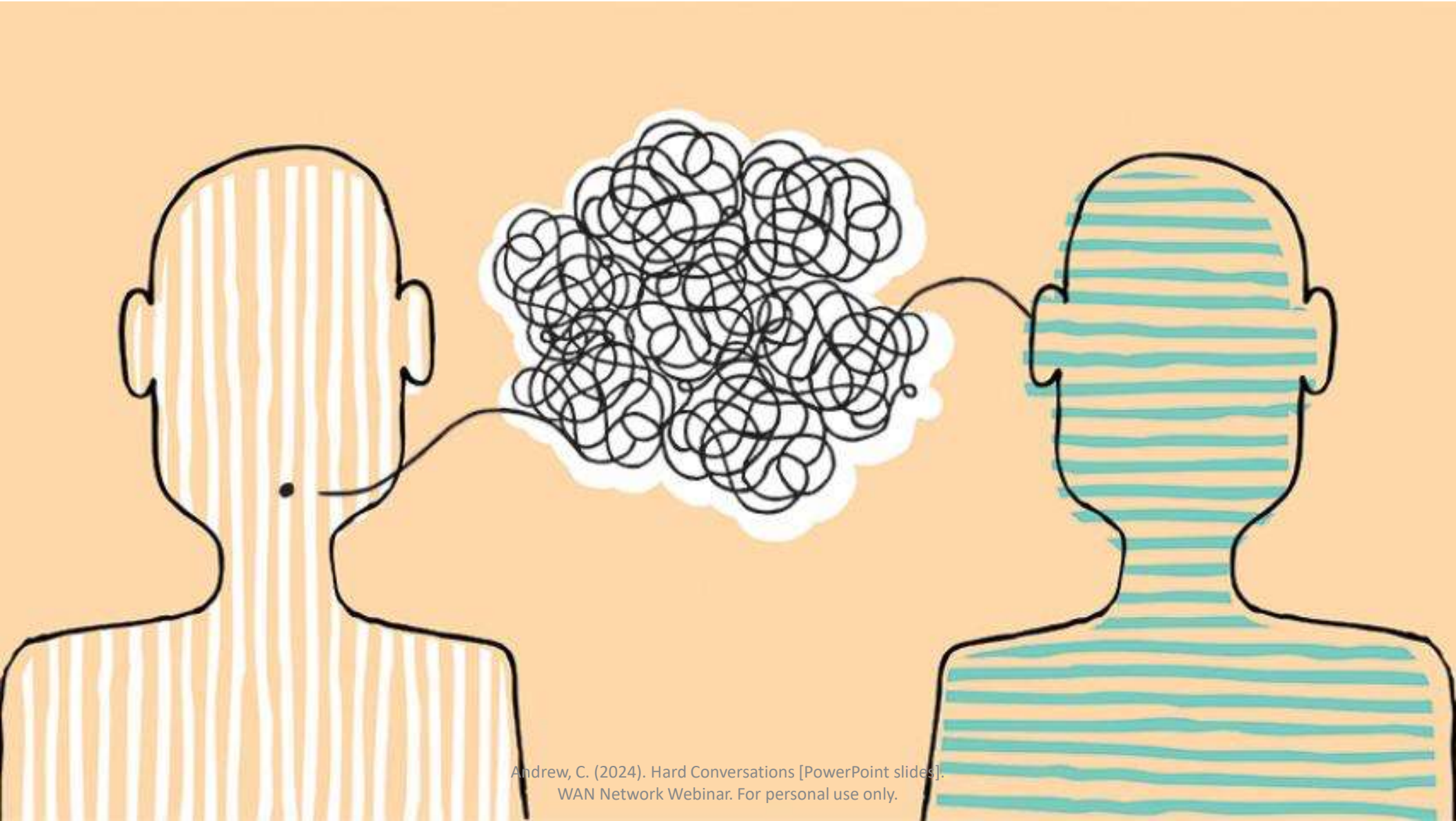
candrew@bgclubfoxvalley.org





P.I.V.O.T

Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

Set Desirable Conditions for Hard Conversations



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
W&A Network Webinar. For personal use only.



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
W&A Network Webinar. For personal use only.

...is what NOT to say.





Youth Voice: How Can Adults Show Up For You?

Adults who listen to me.

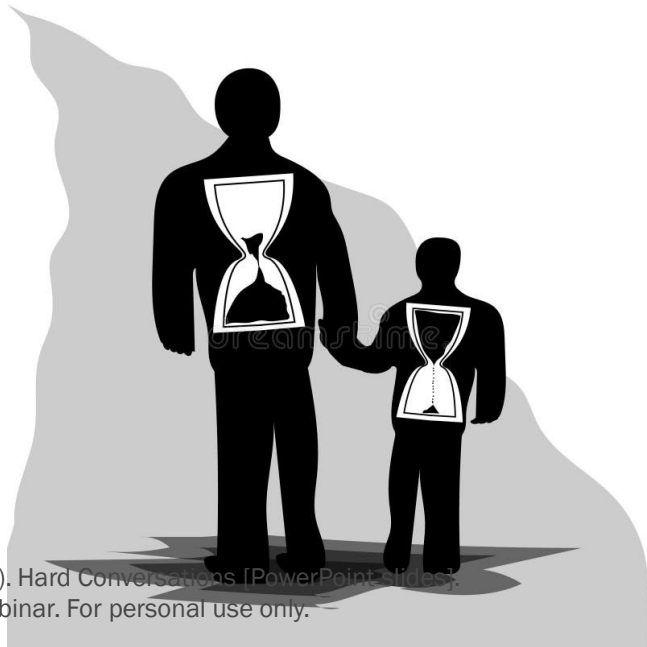
I like when adults listen to what I have to say.

An adult who takes time to talk with me really means a lot to me. I want an adult to ask me if I am okay.

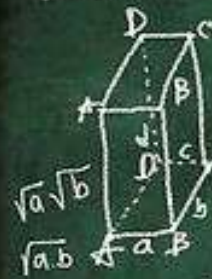
I could really use someone who checks on me all the time. I might act annoyed, but I like when I know an adult cares about me.

“Listen earnestly to anything [your children] want to tell you, no matter what. If you don't listen eagerly to the little stuff when they are little, they won't tell you the big stuff when they are big, because to them all of it has always been big stuff.”

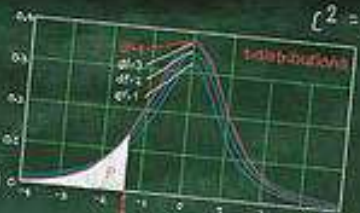
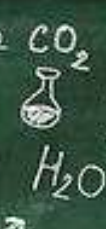
— Catherine M. Wallace



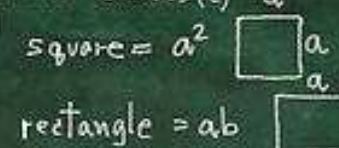
$$a^3 + b^3 = (a+b)(a^2 - ab + b^2)$$



$$\sqrt{a}\sqrt{b} = \sqrt{ab}$$



$$c^2 = a^2 + b^2 - 2ab \cos(c)$$



$$(a+b)^2 = a^2 + 2ab + b^2$$
$$(a+b)(c+d) = ac + ad + bc + bd$$

$$a^3 + b^3 = (a+b)(a^2 - ab + b^2)$$

$$\sin A + \sin B = 2 \sin \frac{A+B}{2} \cos \frac{A-B}{2}$$



Area Formulas ($\pi = 3.141592...$)

$$\text{triangle} = \frac{1}{2}(bh)$$



$$\text{trapezoid} = h/2(b_1 + b_2)$$



$$x^a x^b = x^{a+b}$$
$$x^a y^a = (xy)^a$$

$$\log_b(b) = 1$$

$$(x-j)^2 + (y-k)^2 = r^2$$

$$r^2 - 2a \cos(\theta - a) + c^2 = a^2$$



$P = C(1+r/n)^{nt}$
P = future value
C = initial deposit
r = interest rate
n = # of times per year interest is compounded

$$B = A(1+r/n)^{NT} - p \frac{(1+r/n)^{NT} - 1}{(1+r/n) - 1}$$

B = balance after t years
A = amount borrowed
n = number of payments per year
p = amount paid per payment
r = annual percentage rate (APR)



$$\sum_{n=0}^{\infty} \frac{x^n}{n!} = e^x$$

$$E = mc^2$$

$$\tan(2\alpha) = \frac{2 \tan(\alpha)}{1 - \tan^2(\alpha)}$$

$$\Delta = b^2 - 4ac$$

$$e = \cos x + i \sin x$$

$$ax + bx + c = 0$$

$$\log_b(x^n) = n \log_b(x)$$

$$y = \log_b(x)$$

$$\text{parallelogram} = bh$$

$$\log_b(1) = 0$$

$$\text{equilateral triangle} = \frac{\sqrt{3}}{4}(a^2)$$

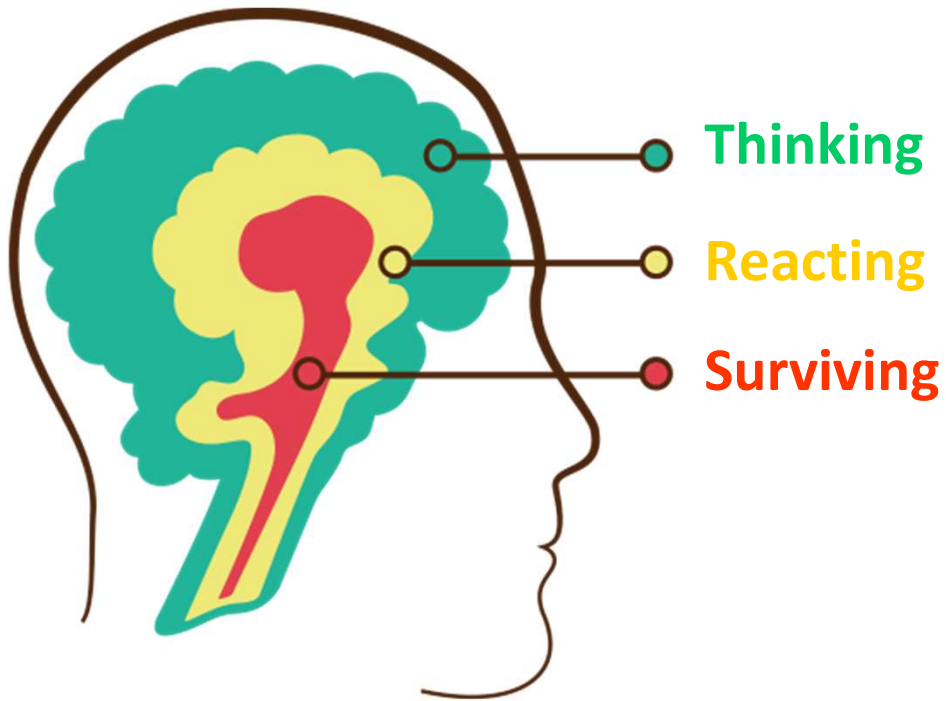
$$\sinh(x) = \frac{e^x - e^{-x}}{2}$$
$$\cosh(x) = \frac{e^x + e^{-x}}{2}$$
$$\tanh(x) = \frac{\sinh(x)}{\cosh(x)}$$

$$f(z) = \frac{1}{\sqrt{2\pi}} e^{-z^2/2}$$

$$\text{normal cdf}(-\infty, z) = \frac{1}{\sqrt{2\pi}} \int_{-\infty}^z \frac{1}{\sqrt{2\pi}} e^{-t^2/2} dt$$



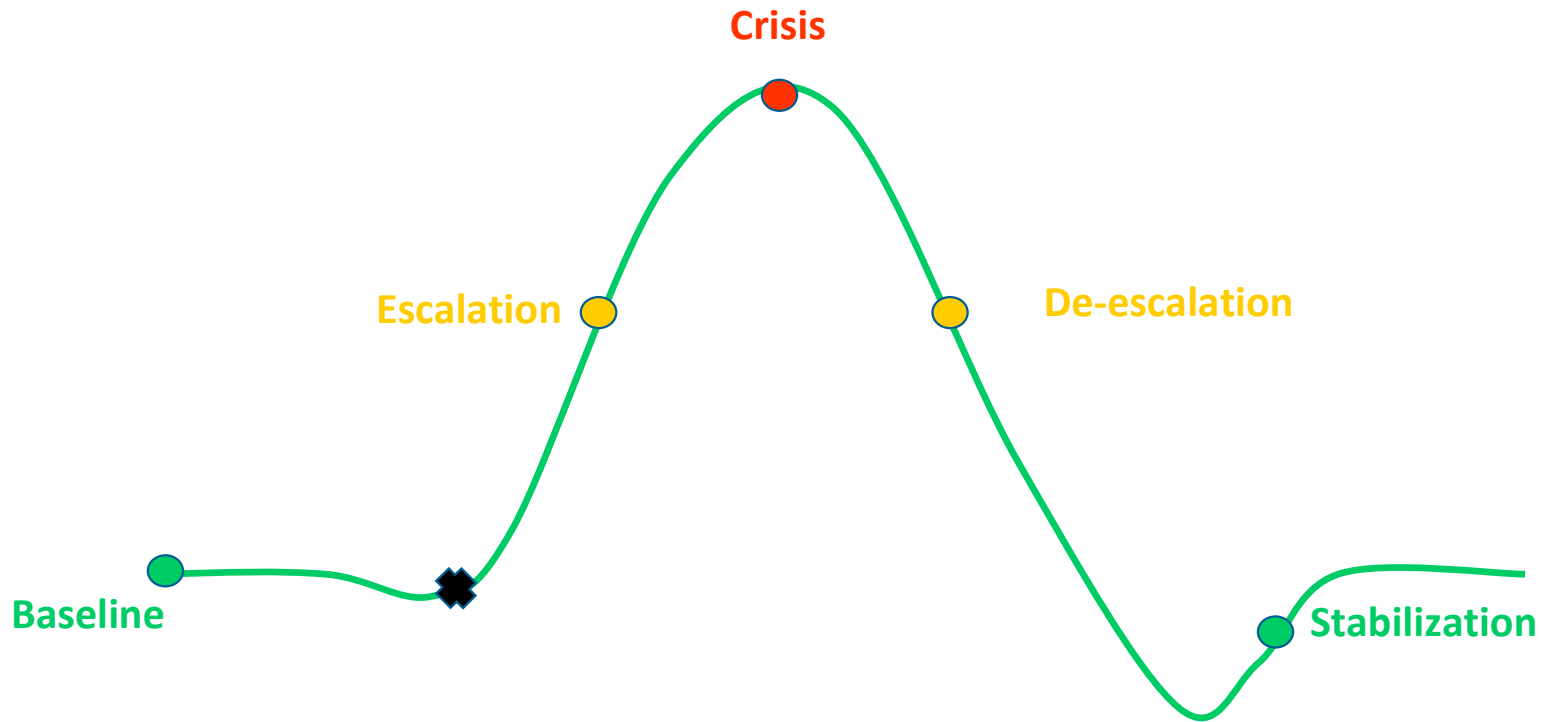
Brain & Stress Response



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

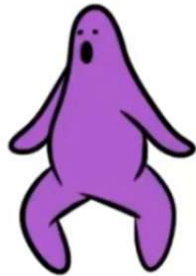


Escalation Cycle



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.





FLIGHT

Workaholic

Overthinker

Anxiety, panic
Difficulty

sitting still

Perfectionist



FIGHT

Controlling

“The bully”

Narcissistic

Anger outburst

Explosive
behavior



FREEZE

Difficulty
making
decisions

Feeling Stuck

Dissociation

Isolating

Numb



FAWN

People pleaser

Lack of identity

No boundaries

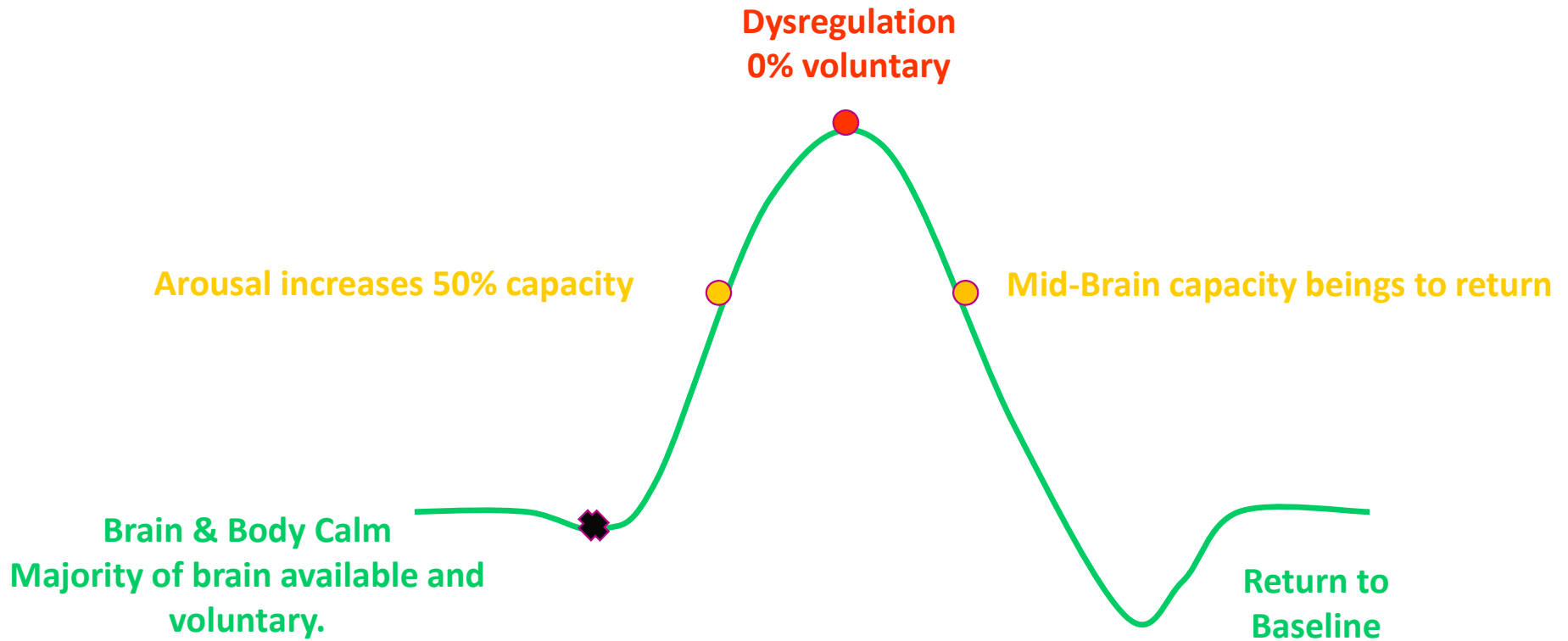
Overwhelmed

Codependent

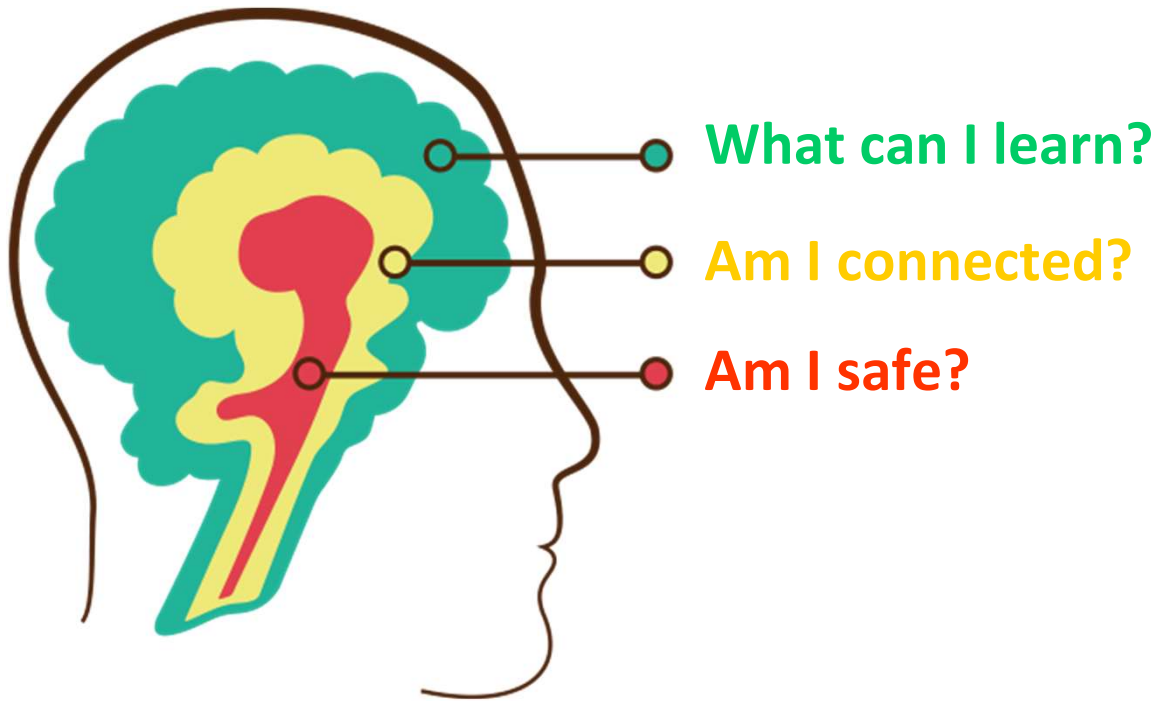
Attachment



Escalation Cycle



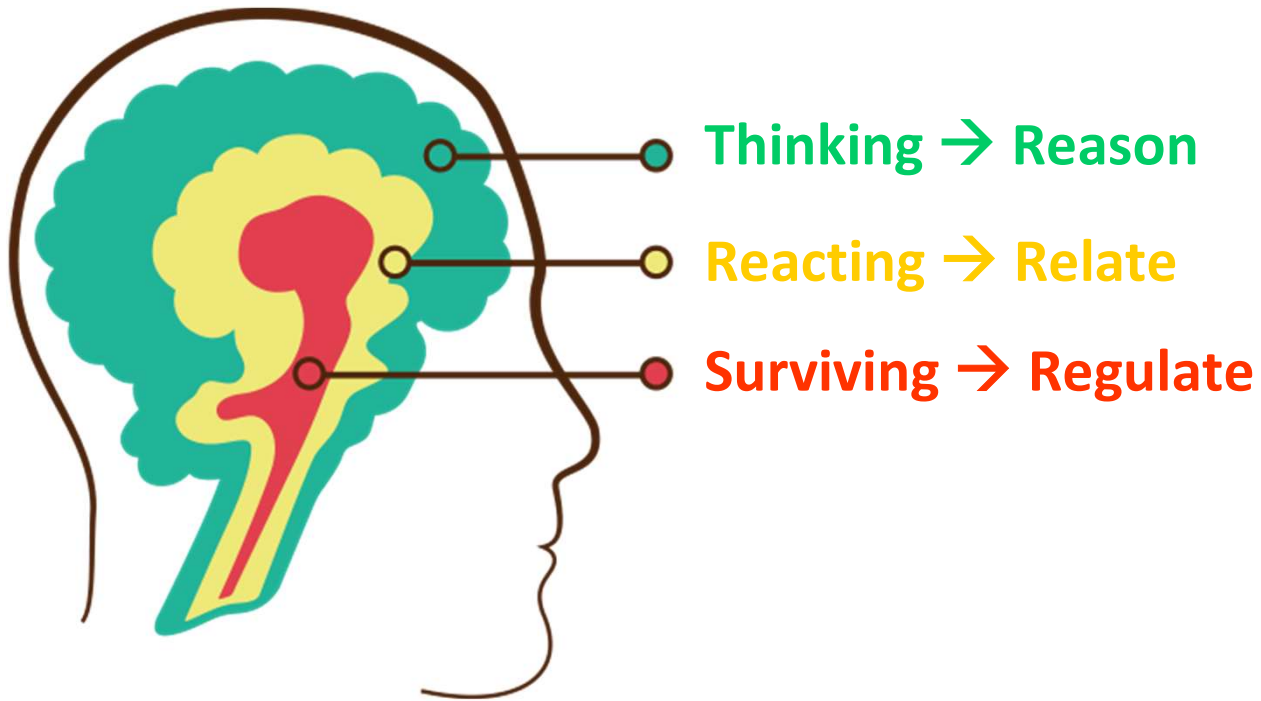
Questions Different Parts of the Brain Are Asking



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

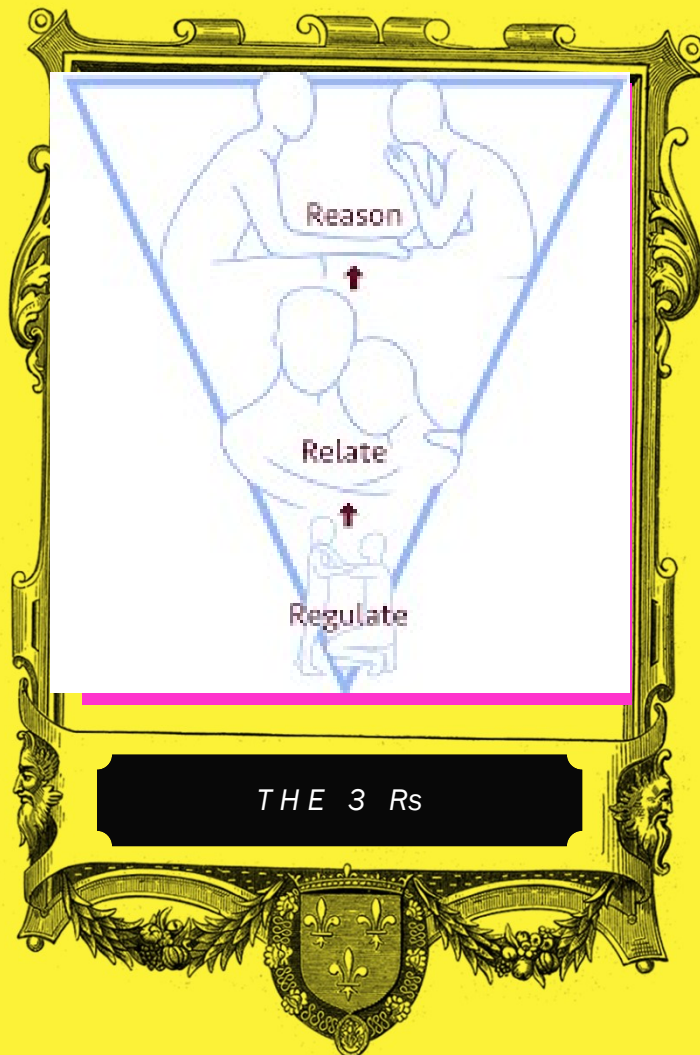


How We Satisfy Those Needs



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.





Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

Regulate

Do:

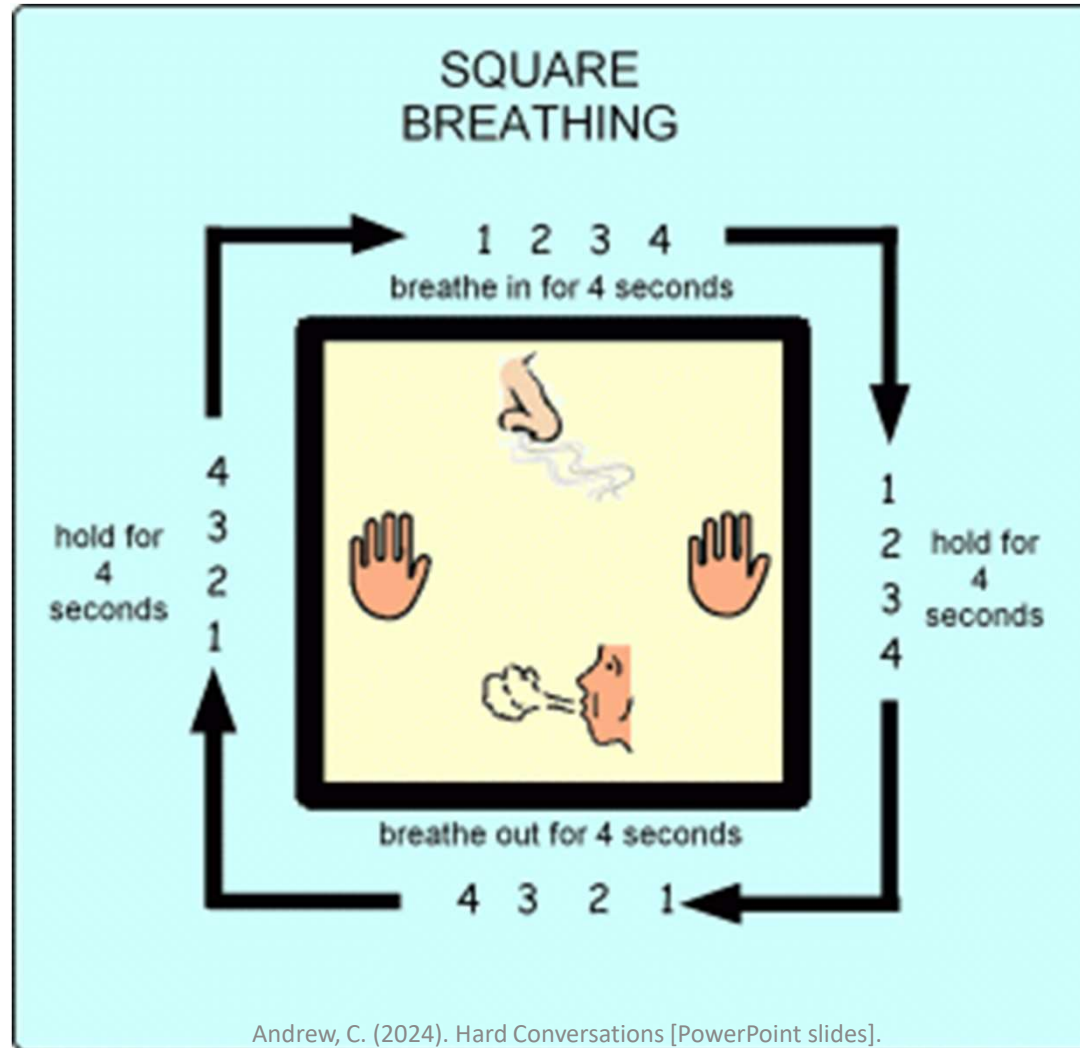
- ▶ Maintain relaxed body
- ▶ Activate all five senses
- ▶ Co-regulation
- ▶ Overt modeling
- ▶ Take a break then share strategies on circle back

Don't:

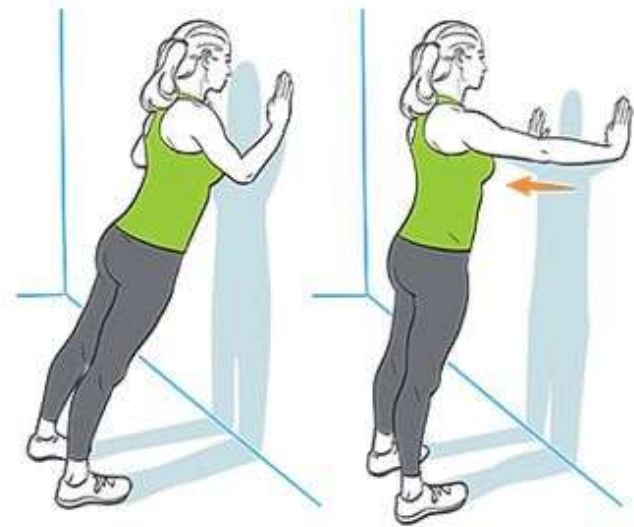
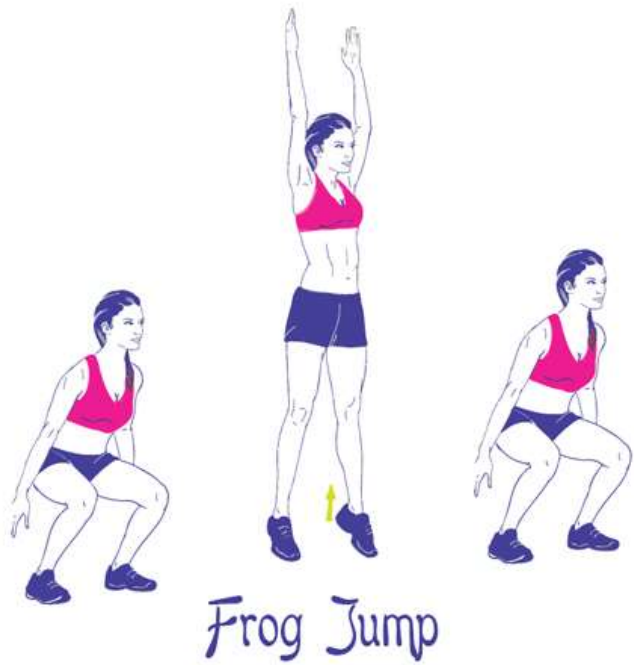
- ▶ Yell
- ▶ Don't say, "Calm down" or "Just relax"



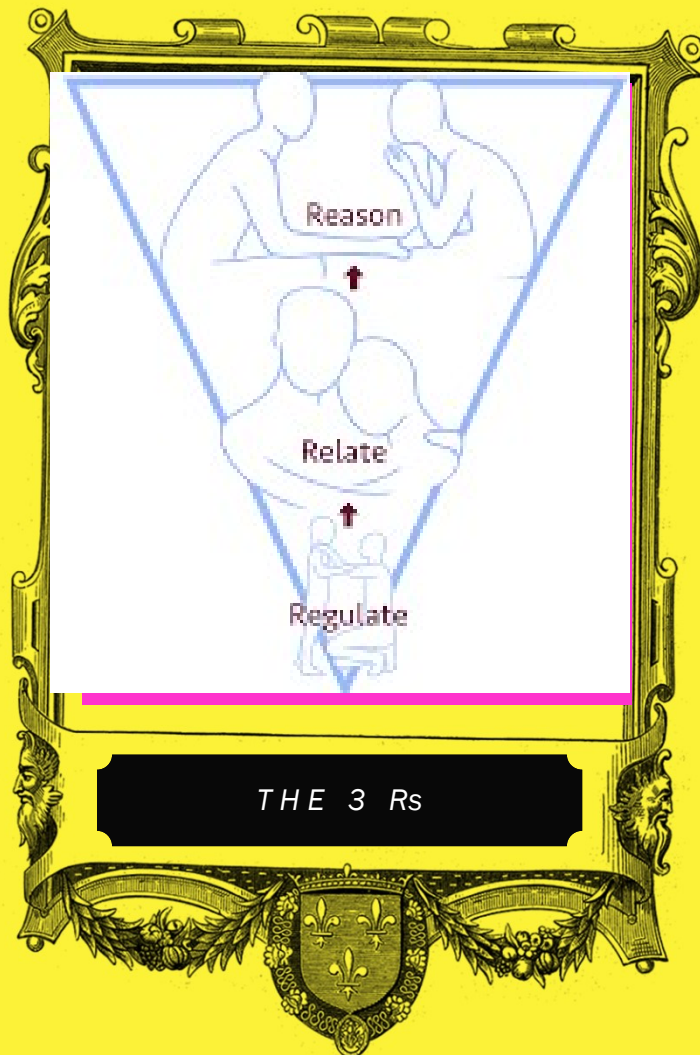
SQUARE BREATHING



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

Relate

- ▶ []
- ▶ Listen to understand, not to respond
- ▶ Self-disclosure to connect & bridge back
- ▶ Using staying position
- ▶ Say,
 - ▶ “Tell me more”
 - ▶ “Help me understand”
 - ▶ “How are you feeling?”
 - ▶ “How long have you been feeling this way?”
- ▶ State that it is, not what it is



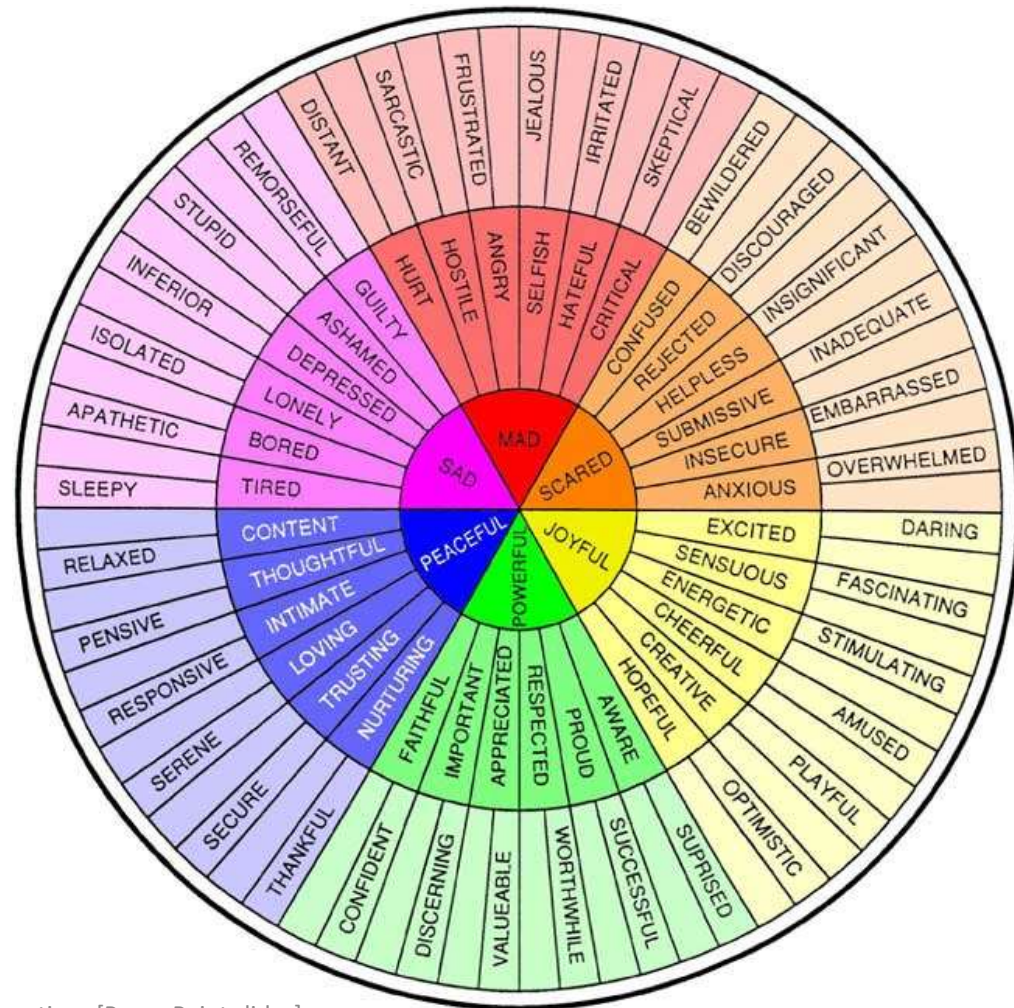
MOOD METER

LOW ENERGY HIGH ENERGY

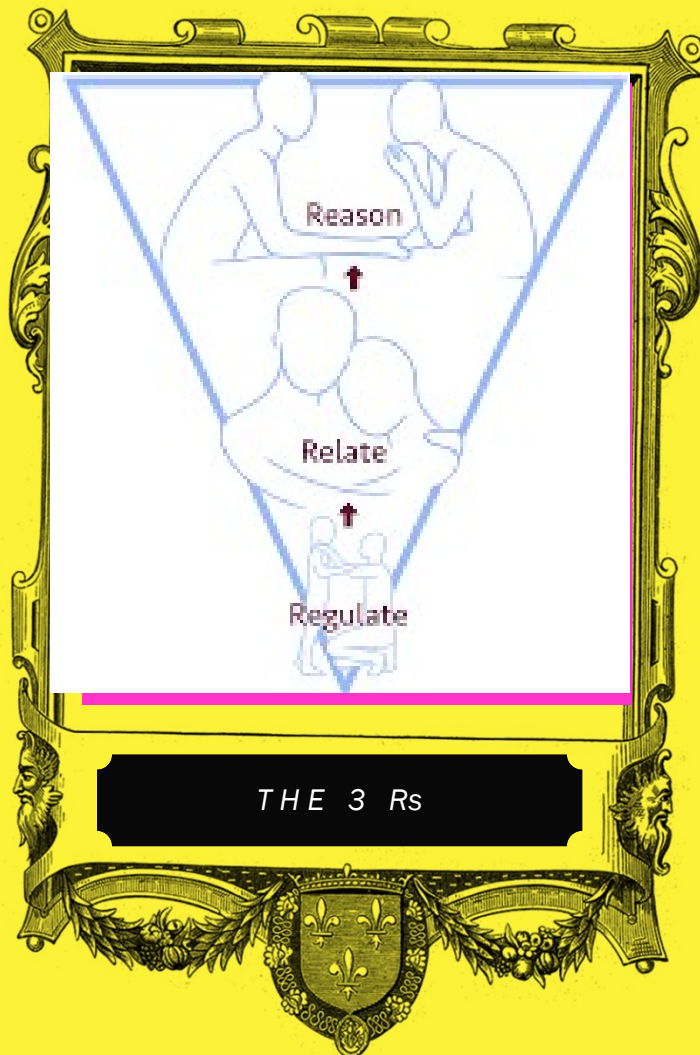
ENRAGED	FURIOUS	FRUSTRATED	SHOCKED	SURPRISED	UPBEAT	MOTIVATED	ECSTATIC
LIVID	FRIGHTENED	NERVOUS	RESTLESS	HYPER	CHEERFUL	INSPIRED	ELATED
FUMING	APPREHENSIVE	WORRIED	ANNOYED	ENERGIZED	LIVELY	OPTIMISTIC	THRILLED
REPULSED	TRUBLED	UNEASY	PEEVED	PLEASANT	JOYFUL	PROUD	BLISSFUL
DISGUSTED	DISAPPOINTED	GLUM	ASHAMED	BLESSED	AT EASE	CONTENT	FULFILLED
MORTIFIED	ALIENATED	MOPEY	APATHETIC	HUMBLED	SECURE	CHILL	GRATEFUL
EMBARRASSED	EXCLUDED	TIMID	DRAINED	CALM	SATISFIED	RELAXED	CAREFREE
ALONE	DOWN	BORED	TIRED	RELIEVED	RESTFUL	TRANQUIL	SERENE

NEGATIVE

POSITIVE



Andrew, C. (2024). Hard Conversations [PowerPoint slides]. WAN Network Webinar. For personal use only.



Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

Reason

Do:

- ▶ Develop insight & problem-solve
- ▶ “I wonder how / I wonder if...?”
- ▶ “How can we solve this problem?”
- ▶ “Would you consider...” or “Would you be open to...”
- ▶ “What makes this important to you?”

Don't:

- ▶ Avoid toxic positivity
- ▶ Avoid “shoulding”





Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

More to Explore in Thinking Brain

▶ Dopamine (Reward)

- Complete a task
- Do a self-care activity
- Eat
- Celebrate little win

▶ Serotonin (Mood)

- Meditate
- Go for a walk/run
- Sunshine
- Be in nature
- Swim (touch elements)

▶ Oxytocin (Love)

- Play with a pet
- Play with a baby
- Hold hands
- Hug
- Give someone a compliment

▶ Endorphins (Pain Killer)

- Laughing
- Exercise
- Watch comedy



Re-Frame the Hard



- ▶ The “good” stress or positive stress
- ▶ Nerves as excitement
- ▶ Perceived within one’s coping abilities
- ▶ The power of “yet”



Key Points



- ▶ Time + Trust in all conversations
- ▶ Use: Regulate, Relate, then Reason
- ▶ Remember the “good” stress





Share in the chat.

Pick one:



Something
you learned.



Something
that touched
you.



Something
you are
walking away
with.



Thanks for joining!

Carlyn Andrew, LPC, NCC, CCTP, MSE
candrew@bgclubfoxvalley.org

Andrew, C. (2024). Hard Conversations [PowerPoint slides].
WAN Network Webinar. For personal use only.

