



## Conversational super powers with young people

### Real heroes don't win argument's - they build trust



#### REGULATION SHIELD

Stay calm before commencing or negotiating a conversation.  
Regulate your tone, body language, and pace of communication  
Pause, Think, Speak!  
Model emotional control to create psychological safety, trust and empathy.



#### BOUNDARY STRENGTH

Set firm limits without escalation.  
Be clear about expectations and consequences.  
Link boundaries to Safety and mutual Respect.



#### STRUCTURED CHOICE

Offer controlled options.  
Provide two positive pathways rather than open-ended demands.  
Use choice to reduce power struggles and increase cooperation.  
Empower the child to be part of the solution



#### EMPATHY VISION

Validate emotion and not the harmful or disruptive behaviour.  
Acknowledge feelings before addressing conduct.  
Separate the child from the behaviour.  
Use Reflective language – 'Help me understand..'  
Avoid public reprimands and shaming  
Joint plan to address challenges together



#### CLARITY REPETITION

Keep instructions short and specific.  
Repeat expectations calmly and consistently.  
Do not add 'new' arguments.  
Reinforce key messages without emotional intensity.



#### RELATIONSHIP POWER

Repair after conflict to maintain trust.  
Redirect to next steps rather than revisiting past behaviours  
End interactions with reassurance and belonging.  
Close with Connection.

**Connection-led change creates safety, predictability and long-term behavioural development**