

Courageous

Conversations

Head Tapes



Head tapes are (often unconsciously held) beliefs that we have about how we should behave. They are usually messages that we picked up from childhood from our parents and teachers.

When you feel uncomfortable about your relationship with another person, a good exercise is to identify what head tape is playing. Once you have identified the head tape you can replace it with another, more helpful, head tape.

Old unhelpful head tape**New helpful head tape**

It's terrible if someone is angry with me

I might be uncomfortable but it's not the end of the world. Their anger is their problem.

Putting myself first makes me a bad person

I need to look after myself so I'm able to look after others.

I must never disappoint anyone

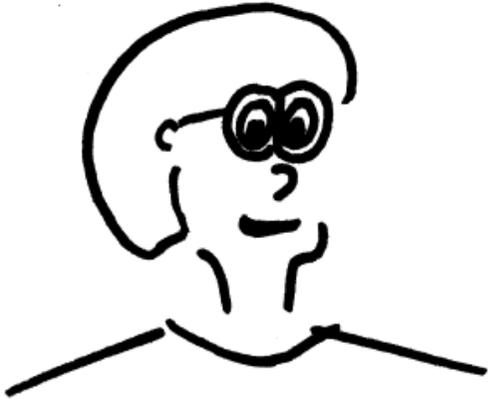
People are going to be disappointed sometimes. It's unavoidable.

Trying to get what you want is selfish

It's ok to meet my needs, so long as I don't trample on other people.



Objective



First define your objective. Defining your objective is about having a clear sense of purpose for the conversation.

Examples of objectives might include:

- Building your understanding
- Letting the other person know how you feel
- Getting agreement on a specific course of action

(Asking for an apology might be too ambitious an objective. Instead, your objective might be to let them know how you feel about their behaviour and the impact it has on you).



Get Your Yes

Second, decide what type of 'yes' you want. How do you want the other person to agree with you?

Examples of a 'yes' might include:

- I completely agree. You have my whole hearted support.
- You seem to think this is a good idea and I want the conversation to be over so I'll just say yes.
- It won't look good if I say no, so I'll appear to go along with this, but there's no way I'm going to do what you want.

The Three F's



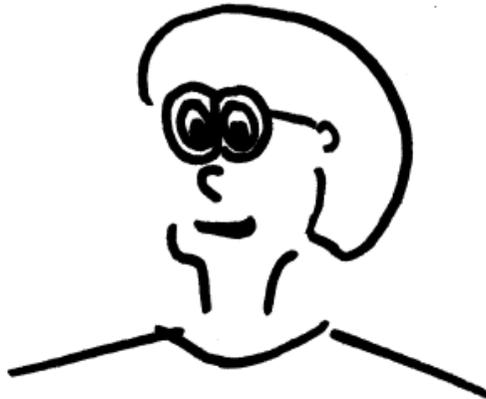
Third, structure your conversation to achieve your 'yes'. One structure is the three F's:

- Facts – neutral statements of the events
- Feelings – say how you feel
- Future – what is your desired outcome? This should align with your yes.

When my mistakes are pointed out in front of the children...

I feel humiliated and put down so I can't really focus on what you are saying...

If I have done something incorrectly, I need you to tell me about it. I would prefer to discuss this kind of thing when we are not busy with the children.



Types of relationships



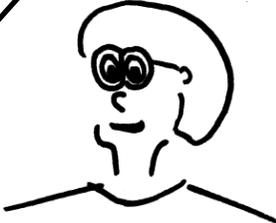
People behave differently around different people. For example, you behave differently around your friends than your boss. We can analyse these interactions to see what role people play:

<i>Nurturing Parent</i> Compassionate and caring. Seeks to organise and create safety.	Parent	<i>Criticising Parent</i> Authoritative and controlling. Seeks to create order and compliance.
Adult Logical, rational, plans, observes and analyses.		
<i>Natural Child</i> Emotive, creative and spontaneous. Seeks to find new ways and brings the fun.	Child	<i>Adapted Child</i> Rebellious and insecure. Seeks to play to the crowd and undermine authority figures.

What relationships do the conversations display?



Jenny: Have you written the report?



Trish: Yes, I'm about to email it to you.



Paul: You should have your room tidy by now!



Sarah: Will you stop hassling me? I'll do it eventually!

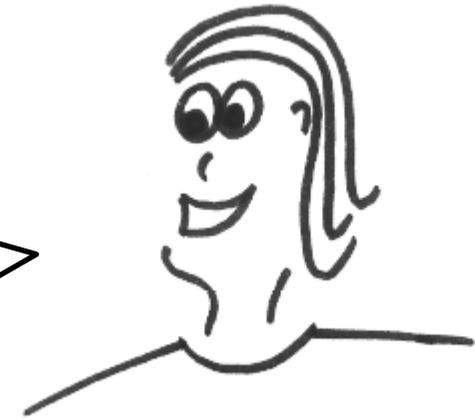


Patrick: Is your room tidy yet?



Derek: I'm just going to do it.

Ready for a courageous conversation?



What is the courageous conversation?

What is your 'head tape'?

What is your objective?

What type of yes do you want?

Facts:

Feelings:

What to say?

Future:

What
relationship do
you need?

How do you
maintain this
relationship?

Putting it all together

