



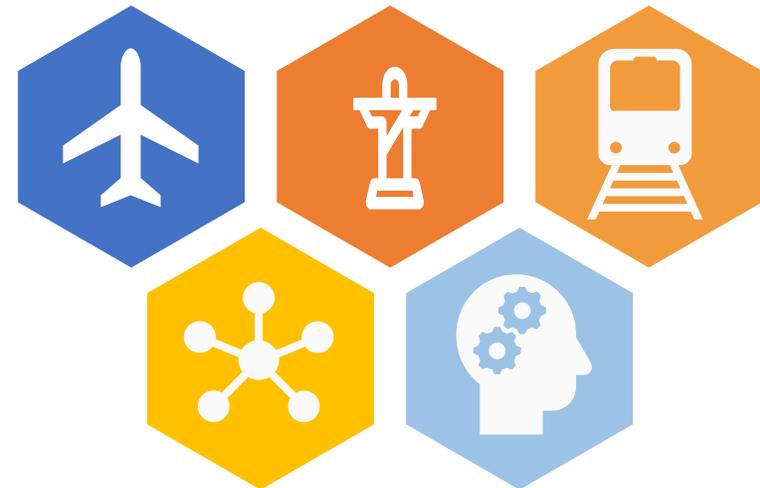
Tongue Tied

Navigating Difficult Conversations



NavAid *Crisis Consulting Group*

Crisis Response Strategists





Welcome & Introductions

We will explore

What questions to anticipate

Techniques for one-on-one conversations

Techniques for briefings

Understand strategies to reduce internal noise



#1

information



Where is my loved one

How can I get there

Are they alive or dead

When will my loved one be identified

What am I supposed to do

How can I get their belongings

Who is going to pay for the funeral

Why did it happen



Family Members

Where is my **loved one**?

Where do I get **information**?

What
happened?

Where are my loved ones
personal belongings?



Fundamental Concerns

How do I get home

Am I safe

Where is my family

Can I go back to school

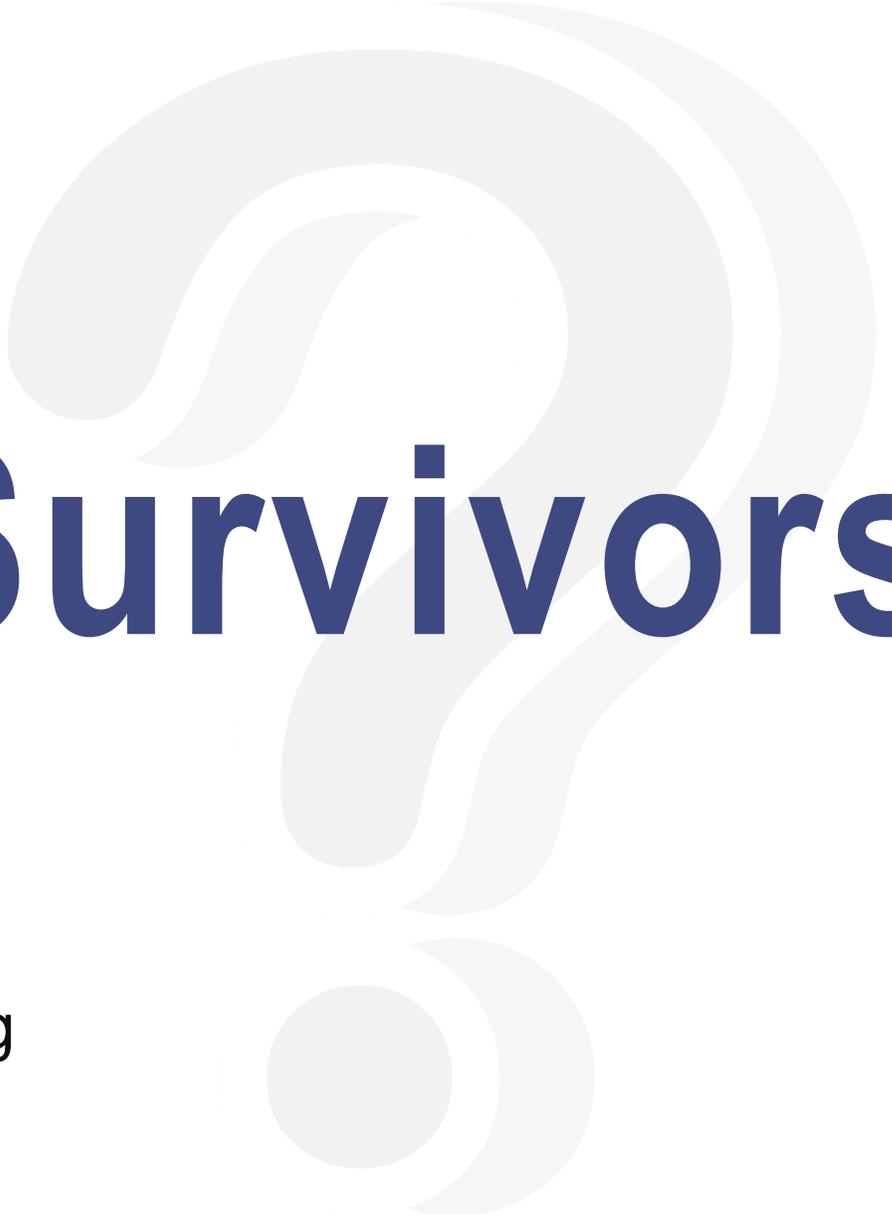
Where is my phone

Are the 'bad people' going to get me

Where are my friends

Can I bring my dad when I go back into the building

Can I meet with the people who saved me



Survivors

Fundamental Concerns of Survivors

Health &
Safety



Personal
Belongings



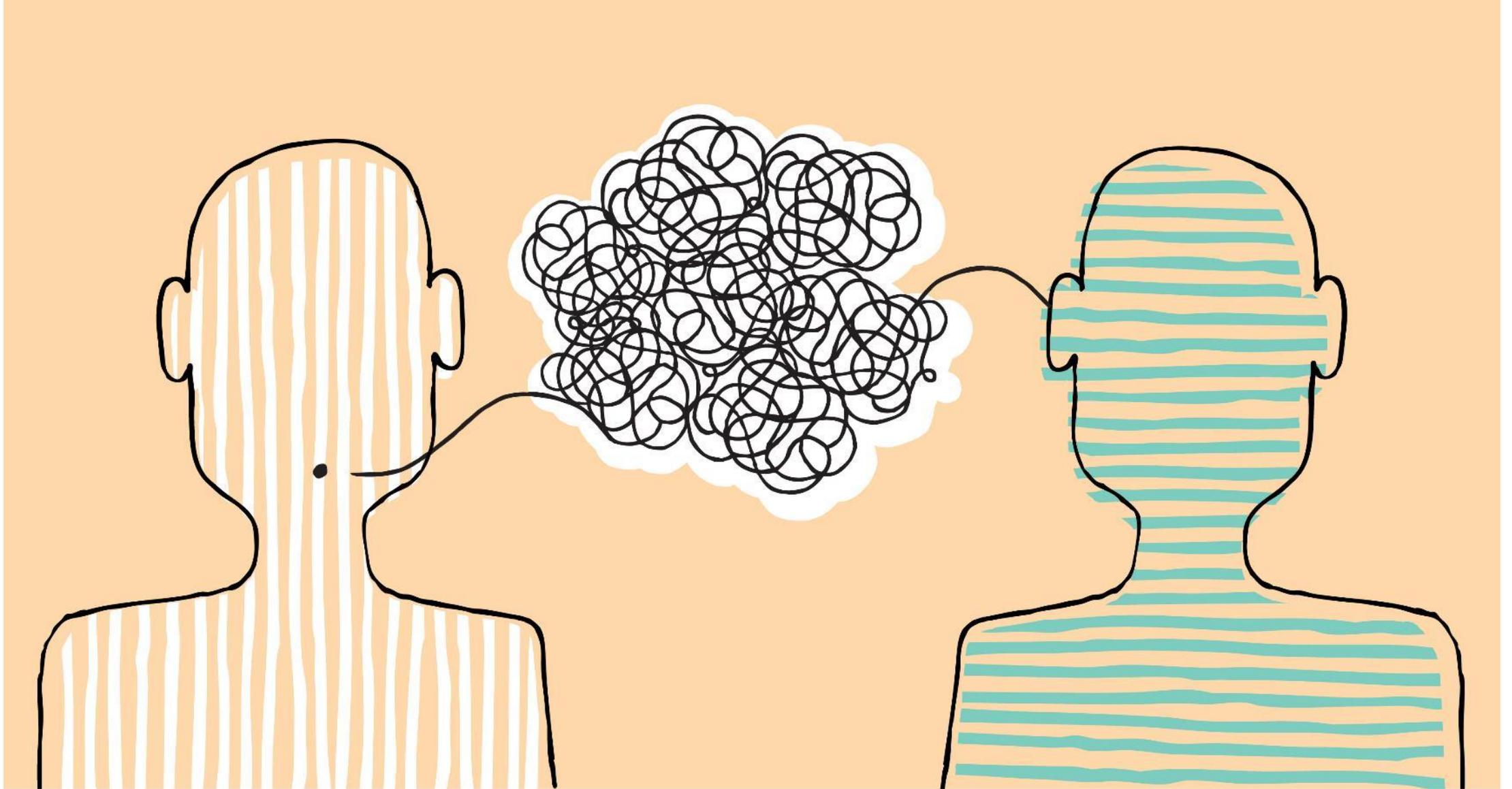
Physical Care
Items



Information
&
Resources



People can handle the
truth. How we tell them
the truth is what is
important.



Ear



You

Eyes

Undivided
Attention

Heart

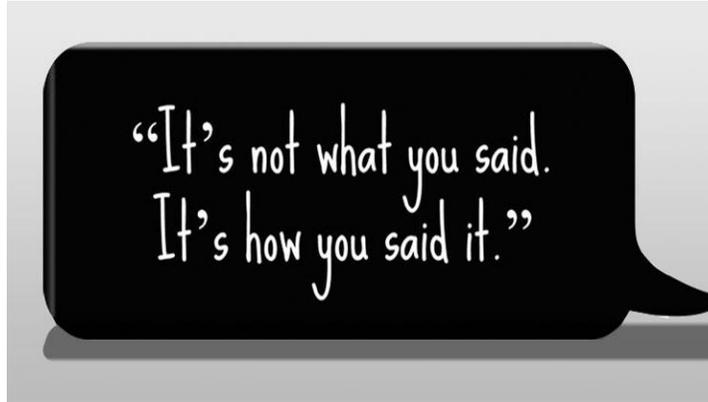


validation

empathy

WORDS

7%



38%



55%

Communicating Feelings and Attitude











Q & A

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