



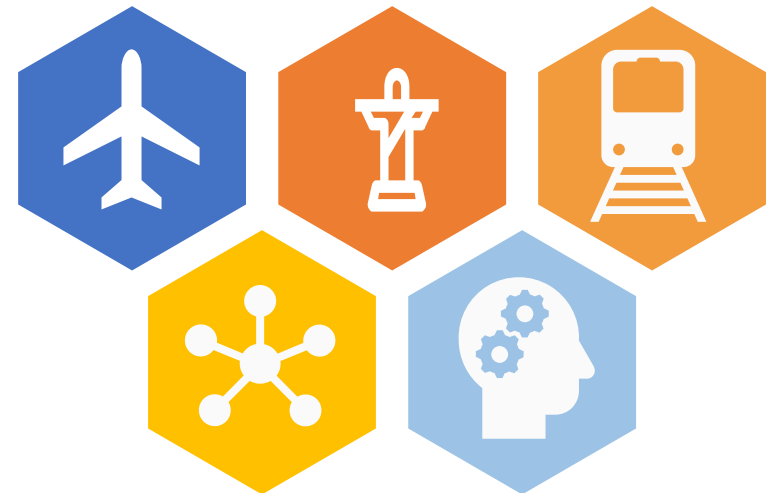
# Tongue Tied

*Navigating Difficult Conversations*



# **NavAid** *Crisis Consulting Group*

Crisis Response Strategists





# Welcome & Introductions

# We will explore

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**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

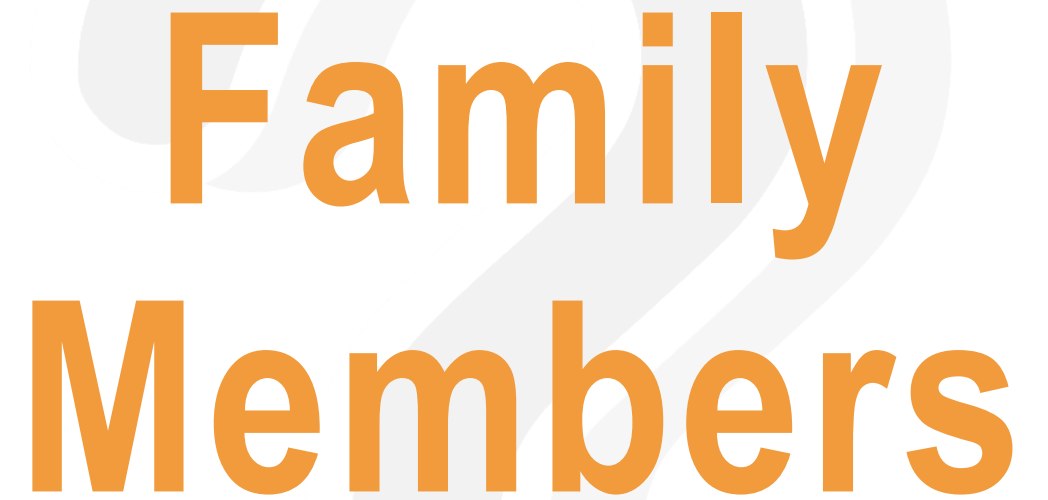
When will my loved one be identified

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

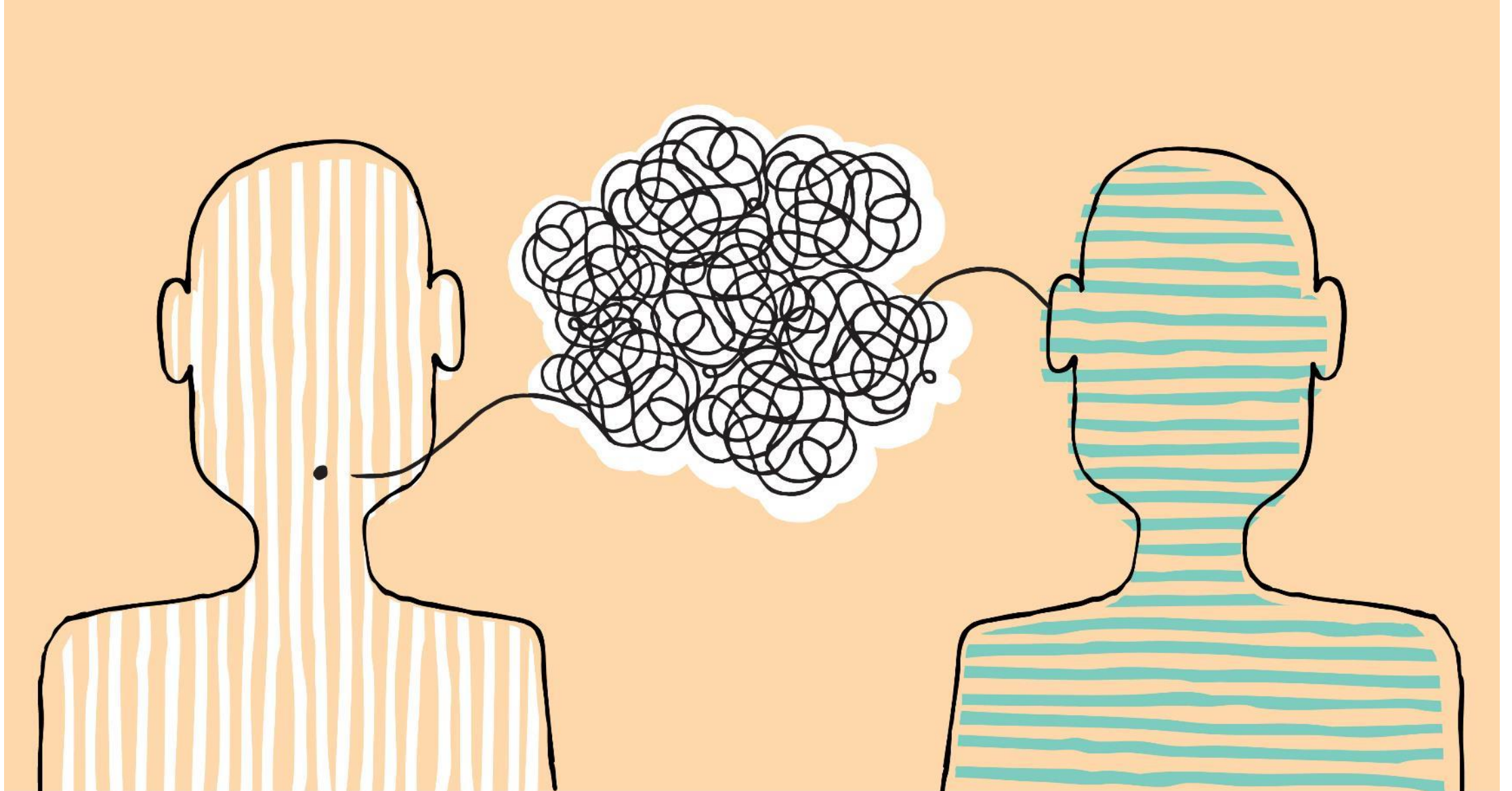


Information  
&  
Resources



A faint background image showing two men in suits standing behind a podium with microphones. The man on the left is looking down, and the man on the right is looking forward.

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



Ear



You

Eyes

Undivided  
Attention

Heart



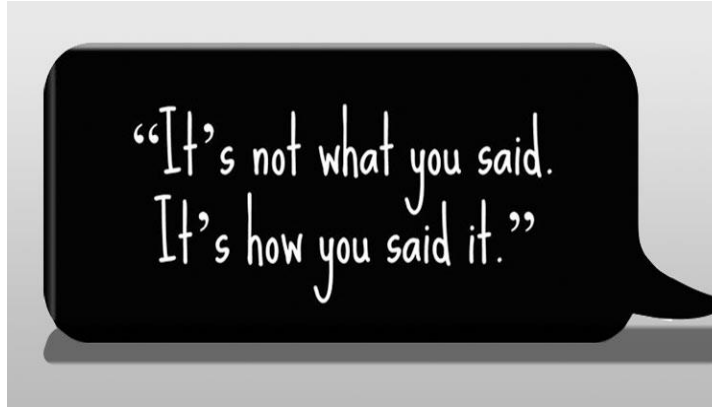
A background image showing a group of people in a meeting, with their hands and arms visible, suggesting a collaborative or empathetic interaction. The image is overlaid with a semi-transparent orange band.

# validation

# empathy



7%



38%



55%

# Communicating Feelings and Attitude













The background is a composite image. It features a world map with glowing nodes and connecting lines, suggesting a global network. Below the map, there's a city skyline with various buildings. In the foreground, there are silhouettes of people working at computers. The overall color scheme is blue and orange.

# Q&A





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