

TOPIC : Managing emotions in the family

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Venue : St Andrew's Junior College

Speaker : Mr James Satchy, Principal Consultant, Built 2 Last Training

1. Emotions are volatile in the teen years

- Parent and Teen Survivors
- Good but at what cost....
- Relationships could have taken beating and turned sour
- To help the child manage emotions, we must build our RELATIONSHIP with them
- The glue that holds your family together is **RELATIONSHIPS**

PRINCIPLE : Emotions that are not managed well can sour relationships

2. Emotions are an extremely powerful force

- Story of Nasir : 16 year old Murders for love
- Point : he was ruled by his emotions, not his logic – he felt love/ accepted
- Teens today are often controlled by emotions rather than rational thinking
- Love is the most important “feeling” to communicate
 - *Quote 1*
- some youths are more vulnerable than others, like those who feel emotionally neglected by their families, or come from broken ones.
- Consultant psychiatrist Adrian Wang of Gleneagles Medical Centre said: 'If you come from a more neglected or disadvantaged background, your self-esteem may suffer. When someone comes along who shows you more love and approval than anyone else has shown before...you want to do things to keep things going.'
 - *Quote 2*
- 'It's easier to groom someone who's a bit of an outcast and lacks family support. If the patron or lover threatens to cut the relationship off, the youth will find he has no alternative choices to turn to, no close father, mother, teacher.'
- Dr Brian Yeo, who runs his own clinic at Mount Elizabeth Medical Centre

3. What emotions are your Teen / Pre-YA experiencing?

- Acceptance (love)
- Rejection (personal or family break up, conflicts, loneliness)
- Stress (fear, worry, personal or family conflict)
- Anger

4. EMOTION 1 : LOVE OR REJECTION?

- YOUR TEEN'S EMOTIONAL TANK

PRINCIPLE : Love is a powerful motivator

- To fill the Emotional Tank use :

i. AFFIRMING WORDS

- AFFECTION
- PRAISE
- ENCOURAGEMENT

PRINCIPLE : Encourage more than criticise

ii. QUALITY TIME

- Is focused attention
- Is a parent's gift of presence to a child
- **What to do in Quality Time?**

Quality Activities

- Play with your teen computer games
- Regular Meal times at home or outside
- Holidays / camp outs
- Daily activities
- Make/bake something together
- Watch teen's favourite show and talk to him about it later or during
- Sports or games (indoor or outdoor)
- Do a project (web, montage etc)
- Ask your teen what he would like to do besides playing computer games

Quality Conversations

- Talk about computer games and ask your teen questions to learn
- Don't nag or ridicule, even if you don't agree. This will cause teen to close up.
- Use another time to process with them good values
- Talk more about feelings and their opinions rather than facts only.
- Talk about other things in life as well
- Have a joke time weekly
- Schedule time daily to talk about the day
- Watch teen's favourite show and talk to him about it later or during
- Ask more open ended questions
- Educate them about family history & life
- Create a "safe place" for teen to pour
- Practice empathetic listening
- No judgmental statements
- Speak with, not at teens
- CRAFT OUT TIME!**

5. EMOTION 2 : STRESS

- Top 12 Stressors for teens
 1. Academic pressures (grades & deadlines)
 2. People & personal expectancies – R/S
 3. Family concerns/crisis – R / F
 4. Family conflicts - R
 5. Peer problems / BGR – R / L
 6. Fitting in – R
 7. Body issues - S / C
 8. Identity issues – S / C
 9. Divorce – R / L
 10. Death of a loved one /pet – R/L
 11. Negative words – R / S

12. Bullying – R

- If not managed well...

- Sex
- Smoking
- Alcohol
- Overeating or undereating
- Zoning out for hours in front of the TV or computer
- Withdrawing from friends, family, and activities
- Using pills or drugs to relax
- Sleeping too much
- Procrastinating
- Filling up every minute of the day to avoid facing problems
- Taking out your stress on others (lashing out, angry outbursts, physical violence)
- Depression
- Suicide
- All forms of escape
- Suicide Statistics
 - 2009 suicide rate – 401 people committed suicide
 - Samaritans of Singapore – 110 calls a day , 3330 calls per month
 - Hotline : 1800-221-4444
- Story of girl who committed suicide over mobile phone theft
 - Point : Peer pressure and the feeling of shame caused her to make the decision to jump
 - Emotions often cause teens to act, not logic – Rejection

6. WHAT YOUR TEEN NEEDS MOST

A PARENT - COUNSELLOR

- What does a Counsellor do?
 - SEEKS TO UNDERSTAND
 - LISTENS
 - GUIDES

- Non-Judgmental
- POOR LISTENING SKILLS
- Not paying attention
- Pretend listening
- Listening but not hearing
- Rehearsing what to say next
- Interrupting
- Selective hearing
- Not seeking to understand but seeking to be understood
- Advising
- Seeking to understand

PRACTICE ACTIVE LISTENING

- ENCOURAGING LISTENING
- Goal : Draw out
- Non verbal cue : Head nods, Open hand gestures
- Phrases such as Uh-uh...I see..
- Restating of two or more key words
- Watch your facial expression
- Eye contact
- Paraphrasing
- Goal : To help child know that you hear him
- Feedback by shortening & clarifying what's been said
- Use key words of Teen
- Check if you are listening correctly...
- Sounds like you are angry about the way you were treated... is that true??
- Reflecting feelings
- Goal : helping child know you understand
- Note emotions and then feedback
- Devi, I hear you saying that you are angry... Or that you feel confused because of...
- Reflective questioning....Are you saying...Did I hear you saying...let me see if I understand what you just said...

- Keep it to the here & now (what you are saying now is that you feel...)
- Summarising
- Wrap up after everything to help teen know you understand what is being said
- But don't say "I Understand... I've been through it before..."
- Use "I hear you"
- Write down if necessary
- Helpful when you find yourself getting angry easily
- If you can't remember so much info

7. EMOTION 3 - Anger

- Understanding anger
 - Anger is an emotion and it's natural until it harms someone or yourself.
 - It needs to be managed.
- Teen Anger
 - i. EXPLOSIVE
 - ii. IMPLOSIVE
- Reasons for anger
 - Lack of : respect, understanding
 - broken promises, unfulfilled expectations of self & others
- Expressions of anger
 - Verbal abuse
 - Physical abuse
 - Emotional abuse
- Handling EXPLOSIVE anger
 - Listen
 - Don't lose your cool
 - Take notes
 - Ask questions to clarify
- IMPLOSIVE anger
 - Stored anger

- Passive aggressive behaviour
- May erupt
- Gunmen ; bullying ; fighting
- Handling IMPLOSIVE Anger
 - Silence is power
 - A time to confess
 - A time to ask & listen
 - Affirm validity of feeling (not actions or reasoning if you don't agree)
 - Practice humility & respect
 - You will get the same back after time
- Principles to manage anger in a nutshell
 - Humble yourself : weed out anger through apologising and communicating a fresh start
 - Don't let sun go down on anger
 - Be Slow to speak quick to listen
 - Forgive : teach teens to release when hurt for their own good ; they can't control others, only themselves

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