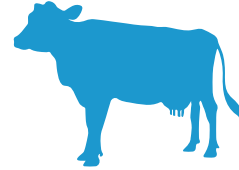
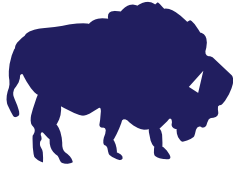


# TOOL

## COACHING TO SUPPORT



### HEALTHY VENTING

- Self-reflective
- Clear and focused on one issue
- Focuses on solutions
- Expresses, in a short period of time, the issue they are facing
- Open to feedback
- Accepts personal responsibility
- Aware of the emotional states of self and you
- Looking for coaching and ideas

### EMOTIONAL DUMPING

- Reactive
- Overwhelms others with multiple issues
- Blames others
- Defensive to constructive criticism
- Isn't open to finding solutions
- Repeats the same issues over and over
- Isn't respectful of, or listening to, your perspective
- Inconsiderate of time

1. Teach the language of venting versus dumping. Cultures and families need codes and the only way to help you positively influence more people is if you're speaking the same language. Imagine if you had someone come up to you and just start sounding off - and you paused for a moment and said, "Hey, are you venting and looking for my guidance or are you dumping and looking for me to join in your misery?"
2. Be empathetic and ask yourself what would it be like to be them or what would I need if I were in this situation.
3. Listen. Actively listen (check for understanding, summarize what you are hearing and share like experiences to ensure you're hearing it all correctly).
4. Set some boundaries. If you can tell this is dumping and not venting, call it out and ask, "What are you looking to get from me and are you looking to fix this? If not, I can only spend X amount of time on this today. I care about you deeply and we should move onto other topics that are more emotionally and personally beneficial." Call it out.

