



## EMOTION DISMISSING

Mum: Max, it's time to go.

Max: I don't want to. I hate school.

Mum: Come on Max, you know you enjoy school. Of course you're going.

Max: No, I hate it. Why do you always tell me what I like? You never listen.

Mum: What do you mean I never listen? Now come on we need to go - I've got a meeting I need to get to this morning.

Max: *(comes out of the kitchen banging his bag on the door and kicking the chair)*

They drive to school in silence.



## EMOTION DISAPPROVING

Mum: Max, it's time to go.

Max: I'm not going.

Mum: What do you mean, I'm not going?

Max: I hate school.

Mum: That's ridiculous, you love school.

Max: Jake's being mean.

Mum: That's quite enough now get into the car. You need to calm down and get your things together. Stop making such a fuss.

They drive to school in silence



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## LAISSEZ FAIRE

Mum: Max, it's time to go.

Max: I'm not going.

Mum: What do you mean you're not going?

Max: I hate school.

Mum: Oh dear, what's happened?

Max: Jake, he doesn't choose me for five-a-side now and I'm on my own at breaktime.

Mum: Oh dear Max, that's not very nice, poor you. Jake sounds like he's being really mean.

Max: I know, that's why I can't go.

Mum: I'll tell you what, I'll take a half day from work and we can watch a film until you feel better, poor Max.



# EMOTION COACHING

Mum: Max, it's time to go.

Max: I'm not going.

Mum: What do you mean, you're not going?

Max: I hate school.

Mum: Oh dear, what's happened?

Max: It's Jake, he doesn't choose me for five-a-side now and I'm on my own at break time.

Mum: Oh dear Max, (pause) - mmmm

(remember Max is a teenager and Mum is therefore in consultant rather than manager role)

Max: He used to be my friend.

Mum: (pause) mmmm

Max: I'm feeling sick when I think about it.

Mum: (pause) Are you feeling anything else?

Max: disappointed

Mum: that's OK, it's normal to feel like that

Max: I'm OK Mum, Let's go. We can talk in the car.

