

## Video Transcript

### “The Hurricane” with Libby Mahaffy, Assistant Director for Conflict Management at MIT

0:00 The way that I like to think about being a support person for others is when someone is in a difficult situation, if they had a traumatic event or they're just really stressed out about a situation that they're coming to you and it's like they're coming to you with hurricane.

0:25 Right so there's like these gale force winds and they're describing this rain and it's just so intense for them and there's a lot of emotion there and your instinct in those situations is to focus on the hurricane.

0:40 You want to ask them about the rainfall and you want to know how fast the wind is blowing and you want to understand and investigate and figure out that hurricane.

0:50 Sometimes you want to give a perspective: “No no, that's just a tropical storm, that's not really a hurricane or you want to like just know it and understand it and control it yourself, like put the hurricane in a little box.

1:08 What you need to do in that situation is not focus on the hurricane; you need to focus on person.

1:16 What do they need to know and who do they need to be connected with in order to find shelter from the hurricane themselves.

1:27 Your job is to help empower them in that situation because it feels really awful to be in a hurricane and it's possible they're the hurricane.

1:42 So what you're wanting to do in these kinds of situations is notice when you are engaging with someone “Am I focusing on the hurricane, am I asking investigators questions or am I focusing on the person; am I asking about how they're doing and helping that brain to brainstorm about what they want to do about the situation before anything else.

2:06 Am I validating their experience and allowing them to be right in how they're feeling and just being present with you know being in the shelter with them.

2:18 And that's what I would say about hurricanes.

END