

# The **LIGHT** Method™

Your Real-Time Ally for Difficult Conversations



## **LIGHT Mini Guide**

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## WHO THIS GUIDE IS FOR

This guide is for **frontline, middle, and emerging leaders** who want a practical, repeatable way to lead with clarity, connection, and trust.

**Senior leaders and facilitators** can also use it to embed a relational leadership culture—one that's experienced, not just taught.

If you're tired of leadership training that prepares you but abandons you in the actual moment—this is for you.

*“Mismanaged conversations cost organisations millions through rework, turnover, and lost trust.”*

# The Problem Every Manager Faces



You've done the training.

You know what to do.

Then the pressure hits—a difficult conversation, a tense client call, a high-stakes meeting.

**And everything you learned? *Gone*.**

## **You're left:**

- Alone, improvising, terrified, you'll make it worse
- Unable to pause, listen, or respond with clarity
- Lying awake, replaying the interaction over and over
- Avoiding conversations altogether because you don't know how

Leadership theory doesn't help in the room, in real time, when it matters most.

That's the trigger moment and it's where every other training fails.

**This is the gap every manager hits. And it's exhausting.**

# LIGHT™ at a Glance



LIGHT™ provides leaders with a repeatable system to create clarity, connection, and trust in every conversation. Use the steps in any order — adapt to the context and conversation type.

## **L – LISTEN**

Pause. Breathe. Hear what's beneath the words.

→ *Do this: 2-second pause, then ask: "Can you help me understand...?"*

## **I – INTENTION**

Ask: Is this for them, or for me?

→ *Do this: State your intent: "My intention is to find a way forward together. Is that Okay?"*

## **G – GUIDE**

Ask questions that help them think, not prove you're right.

→ *Do this: Invite reflection: "What matters most to you here?"*

## **H – HOLD SPACE**

Allow emotions to exist without fixing, defending, or judging.

→ *Do this: Maintain neutral posture, eye contact, and silence for 3–5 seconds after a pause.*

## **T – TRUTH**

State the issue clearly and kindly.

→ *Do this: Name the issue in one clear sentence (facts, not judgment). Protect dignity. Invite their view: "Does that match your experience?"*

## Why LIGHT Exists

When COVID hit, I was managing at a premium automotive brand. Without warning, I was let go. I wasn't angry at the decision itself. I was angry at how unsafe the moment felt—how human connection disappeared when it was needed most.

That moment sparked a question I couldn't ignore:  
What would it take for people to feel genuinely valued at work, especially when things get hard?  
From that question, LIGHT™ began to form, built from lived experience and decades of leadership observation.

Unlike traditional coaching models or emotional intelligence frameworks, LIGHT™ is designed for real-time use. It's not a theory — it's a behavioural operating system leaders can use in the room, under pressure. It turns emotional awareness into emotional responsibility.

Organisations spend millions on emotional intelligence and feedback training, yet behaviour rarely changes where it matters most. Awareness rises, but connection breaks.

LIGHT™ exists to close that gap. Because when leadership breaks down, it's rarely a lack of competence—it's a loss of connection.

LIGHT™ restores that connection — in the moment it matters most.

# The Solution

## **LIGHT is not another framework.**

It's a companion for the moments that matter most. A simple, repeatable method that stays with you, guiding you in real time. Not theory. Not abstract principles. A trusted ally you can rely on, whenever pressure hits.

## **What LIGHT Gives You:**

- ✓ Confidence in every difficult conversation
- ✓ Clarity when emotions run high
- ✓ Faster alignment when decisions stall
- ✓ Connection when relationships are strained
- ✓ A method that works in the moment, not just in training

## **What It Delivers for the Business:**

- Faster conflict resolution = less wasted time
- Clearer communication = better decisions
- Trust without control = accountability culture
- Fewer misunderstandings = less rework

## **The Transformation:**

### **Before LIGHT™**

Avoid difficult conversations — problems quietly grow. Replay moments at night, doubting what you said (or didn't).

Feel alone when tension rises.

Burn out from carrying the emotional weight by yourself.

### **After LIGHT™**

Handle any difficult conversation with calm confidence. Sleep easier — because you stayed true to yourself. Stay grounded, connected, and emotionally clear. Rebuild trust faster and free up energy for what really matters.

# The Five Steps of LIGHT™



**LIGHT™ is built on five simple steps.**

Each one helps you stay grounded, connected, and clear when pressure hits.

## **Before You Begin: The Heart of LIGHT**

Take a breath. Regulate. See the person, not just the problem.

Presence isn't a feeling — it's a decision. Make it before you speak.

## **L – Listen**

**"Listening isn't waiting to speak. It's choosing to receive."**

Pause and breathe before responding. Notice tone, energy, and what's not being said. Respond from resonance, not reflex.

**Example:** A project lead stops mid-conversation when they notice their team member's voice tighten. Instead of jumping to fix it, they ask: "What's really behind that?"

The team member exhales and the real issue surfaces.

# The Five Steps of LIGHT™



## I – Intention

**"Before you speak, know what you're aiming for."**

Ask yourself: Is this for them, or for me? Clarify what you want them to feel, understand, or do. Speak with that intention in mind.

**Example:** A leader pauses before giving feedback.

They say: "My intention is to find a way forward together. Is that okay?"

The tension in the room drops instantly.

## G – Guide

**"Guide without grabbing the wheel."**

Ask questions that help them think—not ones that prove you're right. Help them uncover their own options. Let them choose. Step back and allow them to act and learn.

**Example:** A teammate asks open questions that invite clarity, without steering or solving. The colleague chooses independently, feeling ownership and confidence.



# The Five Steps of LIGHT™



## H – Hold Space

**"Holding space is leadership without interruption."**

Breathe and stay present. Resist the urge to fix, defend, or fill the silence—even if it feels uncomfortable. Affirm contribution.

**Example:** In a heated meeting, a manager resists the urge to defend. They stay grounded, listen, and let frustration run its course. The room steadies and a breakthrough follows.

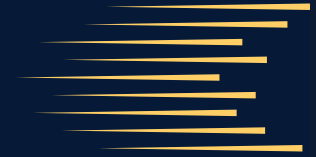
## T – Truth

**"Truth lands best when it's held with care."**

Speak observations, not judgments. Frame next steps clearly. Check understanding. Pause to allow time for processing.

**Example:** A leader finally names the growing tension between two team members everyone else has been avoiding. The room falls quiet, then honesty breaks through. Frustrations surface, assumptions clear, and the team leaves with renewed trust.

# LIGHT™ in Action



A manager enters a one-on-one: They pause, breathe, and see the person, not the performance issue.

1. **Listen** – Notices the team member is tense
2. **Intention** – Aims to clarify concerns, not reprimand
3. **Guide** – Asks open questions that help them uncover next steps
4. **Hold Space** – Pauses to allow full expression
5. **Truth** – Shares a carefully observed mismatch

The conversation moves from tension to clarity. The team member leaves feeling seen. The manager leaves confident they handled it well. This is how LIGHT™ turns pressure into clarity — in real time.

# LIGHT™ Behavioural Metrics – 1-Hour Workshop Companion



Use this as a reference to notice and practice your LIGHT™ steps in real conversations.

Step	What to do	How to demonstrate
<b>LISTEN</b>	Pause before responding. Ask a clarifying question if anything is unclear.	2-Second Pause – Let silence settle, then ask: “Can you help me understand...?”
<b>INTENTION</b>	Check that your purpose is for them, not you.	State your intent in one sentence: “My intention is to find a way forward together. Is that okay?”
<b>GUIDE</b>	Ask questions that help them think, not prove you’re right.	Invite reflection: “What matters most to you here?”
<b>HOLD SPACE</b>	Allow emotions to exist without fixing, defending, or judging.	Maintain neutral posture, eye contact, and silence for 3–5 seconds after a pause.
<b>TRUTH</b>	State the issue clearly and kindly.	Name the issue clearly (facts, not judgment), protect dignity, and invite their view.

**Tip:** You don’t need to be perfect. The power of LIGHT™ is in noticing and choosing your response, not reacting automatically.

# Bring LIGHT to Your Team

Choose the format that best embeds LIGHT in your culture.

## 1-Hour Intro Session — £595

- For up to 12 leaders
- Delivered by two expert facilitators
- Learn the complete 5-step method
- Walk away with a method you can use immediately
- Delivered online
- Perfect for teams testing LIGHT before committing to deeper work.

## 3-Hour Deep Workshop (Online) — £1,800

- For up to 12 leaders
- Delivered by two expert facilitators with live support throughout
- Practice under pressure with real scenarios
- Make LIGHT™ second nature through role-play
- Includes live behavioral metrics and a 30-day follow-up team call
- Delivered online
- Transform how your team navigates difficult conversations — for good

## Half-Day Face-to-Face Workshop — £3,500

- For up to 12 leaders
- Delivered by two expert facilitators with in-room coaching and real-time feedback
- Immersive, in-room experience with high-stakes role-play and real-time coaching
- Includes live metrics, full delegate workbook, and a 1-hour follow-up call 30 days after the workshop
- Delivered in-person at your location (+ travel/expenses if applicable)
- For teams who want deeper impact and sustained behaviour change

## Bespoke Programs — Custom

- Multi-session leadership development (3-6 months)
- 1:1 executive coaching to embed LIGHT at senior levels
- Off-sites and strategy sessions tailored to your challenges
- For organisations serious about building relational leadership capability at scale.

# What Leaders Are Saying

***It helps leaders speak in ways others can actually hear and trust."***

— Sarah M - Leadership Consultant, UK

***"Beautiful in its simplicity and clarity—clients connect with it immediately."***

— Tom G - Executive Coach & Facilitator

***"EQ is rarely taught, let alone operationalised. LIGHT will attract serious attention."***

— Former Managing Director, Global Bank

## What makes LIGHT™ different:

It doesn't stop at awareness — it operationalises it.

LIGHT™ turns emotional intelligence into measurable behaviour, giving leaders real-time insight into when connection, trust, and clarity are actually working.

## Ready to Stop Avoiding and Start Leading?

✉ [info@mindstage.co.uk](mailto:info@mindstage.co.uk) | 🌐 [mindstage.co.uk](https://mindstage.co.uk)

Limited availability for Q1 2026.

Book now to secure your spot.

## Ready to Stop Avoiding and Start Leading?

Give your managers the tool they'll use in every difficult conversation — for life