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**Understanding  
Your Teen and  
Yourself:**  
**Your 5 Steps Guide  
to Calm and  
Connection!**

Reclaim your calm, heal patterns, and lead  
with confidence!

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# *Welcome!*

In this guide, you'll walk through a step-by-step process designed to help you understand and transform your parenting patterns. You'll uncover the hidden triggers, beliefs, and habits that shape how you show up for your teen, and learn actionable steps to respond with calm, connection, and confidence. By the end, you'll have a clearer understanding of yourself, a stronger relationship with your child, and practical tools to create a calmer, more connected home.

*Jacqui Crafford*

*Hi there,*

## I am Jacqui

I am a Wellness Counsellor and a mom who has walked through the same exhaustion, guilt, and worry that you might be feeling right now!



I'm here to walk with you as you find your calm again — to help you understand yourself on a deeper level, reconnect with your children, and rediscover the woman God created you to be: strong, grounded, and capable of leading your home with love instead of fear.

I know how it feels to try everything and still feel stuck. To love your kids deeply but feel disconnected. To end the day with guilt and a whispered prayer that tomorrow will be better.

But here's the truth: you're not failing. You're just overwhelmed, tired, and carrying more than you should have had to.

This guide will help you take a deep breath and begin again — not by adding more rules or parenting techniques, but by helping you understand yourself, your triggers, and your patterns. Because when you heal, your children feel it too.

*Why we start with you*

## AND NOT YOUR TEEN

When our kids act out, it's easy to focus on them — their behaviour, their attitude, their choices. But what I've learned, and what I support you with is that real change begins inside of us.

We all parent through the lens of our past. The way we were spoken to. The rules we grew up with. The tone that made us feel small. The moments we promised, "I'll never do that to my kids." But under stress, your subconscious — the part of your brain that runs on autopilot — pulls out those old patterns and starts running the same stories. That's why you sometimes hear your mom or dad's voice come out of your own mouth. It all begins with you — your growth, your healing, your heart — because that's what transforms everything around you.

When you understand your triggers, heal your old stories, and lead from calm instead of control, everything at home shifts.

# *Why I do* **THIS WORK**

Whether I'm working with parents, individuals, my mission is the same: to help you rise from overwhelm and step into calm, confident leadership — in your home and your life.

Remember, your children notice when you shine.

They're drawn to the woman who believes in herself again, who leads from grace instead of guilt, and peace instead of pressure.

That's exactly what I want for you.

Because when you heal and reconnect with who God made you to be, you become the steady, safe place your children can grow from.

You can navigate challenges, handle stress differently, and remember why you started this journey in the first place — as a mom called to make an impact in your family's life.

Remember...You're not failing. You're growing.

This isn't about being a perfect mom — it's about learning to pause, breathe, and lead with strength, that is already within reach.

I'll be walking with you, step by step, as you learn to rebuild connection, heal old patterns, and reclaim your peace.

Because the truth is — you already have everything you need inside you.

*Let's Begin!*

# Step 1

## SETTING INTENTIONS FOR YOU AND YOUR CHILD

This is about deciding how you want to show up before life throws you off balance. It's not about "*manifesting*" or pretending everything's fine — it's about giving your brain a direction.

If you wake up thinking, "Please just let today not be chaos," your brain is already looking for chaos. But if you set an intention like,

**"Today I will listen before reacting,"**  
your mind starts scanning for chances to pause instead of fight.

Remember, Intentions help you lead yourself first.  
When you lead yourself, your child feels safer...

STEP 1  
*Activity 1*

# MORNING INTENTION

*"Each time I repeat my intention, I strengthen calm and connection in my home."*

## 1 SET YOUR INTENTION

Write one line describing how you want to show up today: For example:

- *"Today I will listen first, even when my teen pushes my buttons."*
- *"Today I will choose patience over arguing."*
- *"Today I will stay calm, even when my teen tests my limits."*

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## 2 NOTICE THE SHIFT

At the end of the day, reflect on what changed:

- *Did your tone or reactions feel different?*
- *Did you respond instead of react?*
- *Any small victories to celebrate?*

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STEP 1  
*Activity 1*

## TIPS TO MAKE IT WORK



Be Specific: Choose words that feel achievable today.



Keep It Visible: Place a sticky note, phone reminder, or journal entry where you'll see it.



Pair With a Breath: Take a deep breath each time you repeat it.



Reflect Briefly: End-of-day reflections reinforce your growth.



Be Gentle: Progress is slow and steady — each effort counts.

# Step 2

## GENERATIONAL PARENTING PATTERNS



This one can sting a bit — because it's where we start noticing that some of the ways we parent come straight from how we were parented.

We don't mean to, but we copy what we saw. If you grew up in a home where love was mixed with fear, control, or silence, that becomes your "normal." You might find yourself shouting, giving the silent treatment, or trying to keep the peace — even when it doesn't feel right.

**But here is the truth;**  
*You can break the cycle*

Start asking, "What did I learn about love, respect, or control as a child — and is it still serving me now?" Remember, when you change one old pattern, you shift your child's entire emotional blueprint. That's how generational healing starts — one small act of awareness at a time.

STEP 2  
*Activity 2*

**BREAK OLD PATTERNS**

*Think about your own childhood home. How did your parents handle disobedience or emotions?*

**1 IDENTIFY A PATTERN**

Write down one pattern you notice in yourself that you've repeated.  
Example: "I use threats like my dad used to."

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How would I have wanted my parents to handle this with me?

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Is my child acting or feeling in ways the same to how this pattern affected me as a child?"

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**2 CHOOSE A NEW APPROACH**

Ask yourself: "What's one new way I can respond differently?"  
Write it down here:

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What impact could this new approach have on my child's emotional well-being?

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What impact could this new approach have on my child's emotional well-being?

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How might this new approach help my child feel more understood or supported?

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What changes might I notice in my child's behavior or mood if I respond differently?

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*Remember...*

*The patterns we carry from childhood can quietly shape how we connect with our kids. By changing even one old habit, we create space for a stronger, more trusting relationship.*

# Step 3

## YOUR RELATIONSHIP WITH YOUR TEEN



The relationship you have with your teen is one of the most powerful influences in their life. It shapes how they see themselves, how they handle emotions, and how they navigate the world around them. A strong, trusting connection doesn't mean being perfect or always agreeing — it means being a safe, steady presence they can turn to, especially when life gets messy or feelings run high.

You don't have to be the perfect parent to have a great relationship. What matters most is that your child feels **seen, heard, and loved**, even when they make mistakes. When they know they can come to you without fear of judgment, you're laying the foundation for trust, resilience, and emotional safety that lasts a lifetime.

This isn't about being your teen's best friend. It's about showing them,  
**“No matter what happens, you're still loved, and we'll work through it together.”**

# STEP 3 Activity 3

## HOW TO CONNECT WITH CALM

### 1 LISTEN FIRST ALWAYS

When your teen talks — even if it's complaining, arguing, or blaming — listen fully before responding. Try to understand their feelings instead of immediately correcting behaviour.

### 2 REFLECT BACK WHAT YOU HEAR

Help your teen feel understood by naming their emotions.  
Example: "I hear that you're upset and feel disappointed. That makes sense."

### 3 PAUSE BEFORE FIXING OR PREACHING

You don't always need to solve their problem. Sometimes your teen simply needs to feel heard and seen.

Tip: Count to 3 before responding, or take a deep breath.

### 4 REPAIR AFTER CONFLICT

It's okay to admit when you lose your temper or make a mistake. This models accountability and emotional maturity.

Example: "I shouldn't have shouted. I'm sorry. Can we try again?"

## STEP 3 Activity 3

# HOW TO CONNECT WITH CALM

### 5 SHOW CONSISTENT LOVE AND BOUNDARIES

Safety doesn't mean letting them have everything their way. It means loving them even while holding firm limits.

Example: "I love you, but the rules are still the rules. Let's figure this out together."

### 6 CELEBRATE SMALL WINS

Notice and acknowledge when your teen handles a situation well — even small moments. This strengthens trust and connection.

Example: "I appreciate how calmly you explained your side just now."

### 7 PAUSE BEFORE FIXING OR PREACHING

Share your own feelings in age-appropriate ways. This teaches them that emotions are normal and manageable.

Example: "I'm feeling stressed about work today, so I'm going to take a few minutes to breathe."

### 8 CREATE MOMENTS OF CONNECTION

Don't let every interaction revolve around chores, school, or discipline. Find small ways to connect — a shared joke, a cup of coffee together, a short drive with music on. These everyday moments remind your teen that your relationship isn't defined by tension, but by love and togetherness.

# STEP 3 Activity 3

## CONNECTION OVER REACTION

*Think about your own childhood home. How did your parents handle disobedience or emotions?*

### 1 IDENTIFY A PATTERN

I want you to think of a recent conflict you and your teen had — how did you respond, and how might that reaction connect to an old pattern from your past? Using what you've learned and the tips we've explored, how could that moment look different next time if you chose connection over reaction?

Take the following page to write freely. Describe what happened, how you felt in the moment, and what was really going on underneath your reaction. Reflect on how your own childhood experiences may have shaped the way you responded. Then, imagine how the same moment could unfold if you brought in what you've learned — pausing, listening, repairing, and leading with calm instead of control.

There's no right or wrong answer here. This is your space to be honest, curious, and kind with yourself. The goal isn't perfection — it's awareness and small, steady shifts toward the kind of relationship you want to build with your teen.



# Step 4

## UNDERSTANDING YOUR TRIGGERS

Triggers are sneaky, they live in our subconscious, shaping how we react long before we even realise it. You might find yourself suddenly snapping at your teen or shutting down emotionally and wonder,

**“Why did that upset me so much?”**

The truth is, many of our triggers aren't really about what's happening right now — they're echoes of moments when we once felt dismissed, disrespected, or unseen.

Maybe it's the way your child rolls their eyes, the tone they use, or the silence after a disagreement. Sometimes it's not even about them — it could be the stress from work, feeling disregarded by a boss, or an unresolved hurt that gets carried home.

And when that happens, our emotional energy is already drained. So instead of grounding our child's outburst, we match their energy — we react instead of respond.

**You're not doing it wrong. You're human.**

But learning to notice your triggers gives you the power to shift the moment — and protect the relationship that matters most.

STEP 4  
*Activity 4*

**SPOTTING YOUR TRIGGERS**

*Think about your own childhood home. How did your parents handle disobedience or emotions?*

**1 NOTICE THE TRIGGER**

Think about a recent moment when you felt yourself react strongly — maybe you shouted, withdrew, or felt overwhelmed. What was happening around you?

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**2 WHAT'S BENEATH IT**

Ask yourself: “Was this really about what just happened, or could something else be underneath it?”

Maybe it reminded you of being ignored as a child, feeling overpowered, or being spoken down to.

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### **3 RECOGNISE YOUR ENERGY**

How did this trigger affect your energy? Were you already tired, stressed from work, or emotionally drained? How did that influence the way you showed up for your child in that moment?

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### **4 REFRAME THE MOMENT**

If this same trigger happened again, what could you do differently? How could you pause, name what's happening, or care for yourself before reacting?

Example: "I feel unseen right now, I need a minute before I respond."

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### **5 GROUND YOURSELF IN COMPASSION**

Remind yourself that noticing a trigger is a sign of growth, not failure. Write one kind statement you can tell yourself next time you feel that familiar heat rising.

Example: "This is old pain showing up — I can choose calm this time."

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# Why this matter

Our triggers don't just disappear — but every time you recognise one, you take away a little of its power.

When you give yourself permission to pause and care for your own emotions, you stop recycling old pain into new moments.

The beauty is, you create space for empathy, for calm, and for connection —

and your child learns from your example that emotions can be felt, named, and managed with grace, even when it is hard!

*You've come so far in this journey. Be proud of the work you've done here, the reflection, the honesty, the courage to face what's underneath.*

*I am proud of you Mom!*

# Step 5

## BECOMING AWARE OF YOUR CHILDHOOD STORY

This step is about understanding how your past and present shape the way you react to your teen. Your responses aren't just about them — they're influenced by old stories from childhood and ongoing stressors in your life: work pressures, relationship struggles, fatigue, or feeling unseen.

Sometimes a small gesture such as a backchat, an eye-roll, or a missed chore can trigger a flood of emotions that feel bigger than the moment itself.

That's because beliefs and patterns, both old and current, live quietly in your subconscious, shaping your thoughts, feelings, and reactions automatically.

By noticing these connections, you gain the power to respond with awareness instead of repeating old habits. You start to see your teen for who they truly are, not as a mirror of your past or a reflection of your stress. You begin to reclaim control over your reactions, creating a calmer, safer, and more connected home.

The model is simple but powerful:

**Feeling → Thought → Belief**

STEP 5  
*Activity 5*

**OUR FEELINGS AND BELIEFS**

*Think about your own childhood home. How did your parents handle disobedience or emotions?*

**1 NOTICE THE TRIGGER**

Think about a recent moment when you felt yourself react strongly — maybe you shouted, withdrew, or felt overwhelmed. What was happening around you?

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**2 WHAT'S BENEATH IT**

Ask yourself: “Was this really about what just happened, or could something else be underneath it?”

Maybe it reminded you of being ignored as a child, feeling overpowered, or being spoken down to.

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# STEP 5 Activity 5

## FEELINGS ,THOUGHTS AND BELIEF

### 1 FEELINGS - WHAT YOU FEEL IN YOUR BODY

Your feelings are the first signal that something is happening inside you. They show up as physical sensations — tension in your shoulders, a tight chest, racing heart, or a sinking stomach. Common feelings in tense parenting moments include anger, frustration, shame, or panic.

*Example*

**Your teen rolls their eyes when you give them instructions. You feel a sudden flush of irritation and tightness in your chest.**

*Why it Matters...*

Paying attention to your feelings is the first step in breaking the automatic reaction cycle. Your body often senses what your mind hasn't yet fully processed.

# STEP 5 Activity 5

## FEELINGS , THOUGHTS AND BELIEF

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### THOUGHT - WHAT YOU TELL YOURSELF ABOUT THE SITUATION

Thoughts are the story you attach to your feelings. They're the immediate interpretations your mind makes, often automatically, about what's happening.

*Example*

**"They never listen to me."**

**"They're being disrespectful."**

**"I have to control this or it will all fall apart."**

*Why it Matters...*

Thoughts can either escalate your emotions or help you respond calmly. When you catch your thoughts in real time, you can choose whether to believe them or replace them with a kinder, more balanced perspective.

# STEP 5 Activity 5

## FEELINGS , THOUGHTS AND BELIEF

### 3 BELIEF – THE DEEPER STORY UNDER THE THOUGHT

Beliefs are the underlying messages you carry about yourself, others, and the world. They often form in childhood but can also develop through current experiences. These are the “old grooves on a record player” — they repeat automatically unless you intentionally retrain them.

*Example*

**Childhood: “I must control things to be safe.”**

**Work stress: “I can’t make mistakes or people won’t respect me.”**

**Parenting: “If I don’t enforce strict rules, my teen will fail.”**

*Why it Matters...*

Beliefs drive long-term patterns. They explain why the same situations trigger the same reactions over and over. Becoming aware of these beliefs gives you the power to interrupt the automatic cycle and respond differently — with calm, connection, and intention.

STEP 5  
*Activity 5*

**FEELINGS ,THOUGHTS AND BELIEF**

**Notice the  
feeling in your  
body.**

**Identify the  
thought running  
through your  
mind.**

**Ask what belief  
might be driving  
that thought.**

*By seeing the full chain, you step out of autopilot and start making conscious choices about how you respond to your teen — rather than repeating patterns from your past or your current stressors.*

A background image of two women smiling warmly. The woman on the left has blonde hair, and the woman on the right has brown hair. They are both looking towards the camera with bright, genuine smiles.

*Ready to go deeper?*

**Let's transform  
your parenting  
together.**

***You've done incredible work  
already — reflecting, noticing  
patterns, and starting to  
respond with more calm and  
connection.***

***Imagine what's possible when  
you take this even further, with  
hands-on guidance and real  
support every step of the way.***

# My full program

**From Triggered to Calm: Mastering the 5 Steps to Confident Parenting** dives deep into everything you've started in this guide:

- Setting intentions and showing up with calm every day.
- Breaking old patterns that keep repeating in your parenting.
- Building a strong, trusting, and connected relationship with your teen.
- Understanding and softening triggers from your past and present.
- Transforming your thoughts, beliefs, and subconscious patterns to respond with confidence.

*Through a mix of live coaching, practical exercises, guided reflection, and ongoing support, you'll move from awareness to lasting change — for you, your child, and your home.*



# *Your Investment!*

**This program is designed for moms just like you — busy, tired, but ready to break the cycle of overwhelm and frustration. Whether online or in person, you'll walk away with tools, strategies, and a plan you can actually use in real life!**

**Join the full 5 session (online or in-person) program today for R 2 250 a one-time investment in yourself and your family.**

Flexible payment plans are also available to make it easier to get started!



**[CLICK HERE AND RESERVE YOUR SPOT TODAY](#)**

FAMILY & WELLNESS COUNSELLOR

**“When you heal and  
grow, your children  
flourish alongside you!  
You are worth the  
investment in yourself  
and your family.”**

*Jacqui Crafford*

[CLICK HERE AND RESERVE YOUR SPOT TODAY](#)