



Staying Calm, Cool, and COLLECTED

Top 6 Diffusing Fundamentals:

1. Accept criticism in a positive and constructive way - remember not to take it personally
2. Avoid confrontation - make the choice to prevent the situation from escalating
3. Acknowledge the person's feelings - when someone is upset or angry, they want to feel validated and not ignored
4. Be patient when handling a difficult situation
5. Always use respectful and non-confrontational verbal and body language
6. Maintain self-control
 - Identify your "hot buttons" and don't let others push them
 - Don't take "the bait"
 - Take a "time out"
 - Practice positive self-talk