



During a crisis, molehills quickly become mountains.
Even the most patient people can “lose it” a few weeks into a crisis.

When Tempers Flare, Take A Step Back Then Try These Simple Tools

- 1. SBI:** Outline the situation, behavior, and impact causing the conflict. Use only quantifiable facts. “The report was 3 days late and we were fined \$10,000”
- 2. Needs:** Identify needs. Most anger stems from an unmet need for control, success, respect, safety, balance, or recognition.
- 3. Reflect:** “I am hearing you say X. Am I understanding you?”
- 4. Empathy:** “I am hearing you say X. I am wondering if you are feeling X or need...Y”
- 5. Request:** Information, time, to reconvene when things are calmer, or action.