



This issue builds resilience in...

Emotional Management

Conflict Resolution

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How to stop getting caught in pointless verbal battles...

Do you have the best of intentions, yet some days find yourself in the grip of a verbal battle that quickly disintegrates into regrettable words said in frustration? Are you like countless others who find themselves reacting to a small thing, way out of proportion to the event and on reflection later think, “Why did I do that?” We can all have moments like this but if we keep having them, we they can start hurting the relationships and people we care most about. The key is to catch **overwhelm** early enough to avoid situations like these.

Tips for avoiding the frustration traps...

- 1. Catch it early.** What are your first signs of being out of balance? Do you feel irritable, tired, overwhelmed or get a headache? Know your own tell tale signs. (If you're not sure, ask your children or a friend – they'll know.) If you're in this zone, it's effective to pause, take 3 breaths before giving any reply.
- 2.** While taking those deep breaths, consider - **“What was the other person's intent?”** e.g. a child drops a bowl on the floor while helping you make brownies. Their **intention** was to spend time with you, make something yummy and to be helpful. They might have made a mess but their intentions were not to make your life harder. Respond to the intention rather than the event.
- 3. Ask for help.** Getting worn out also wears out the tolerance buffer zone and no one benefits. So, ask for contribution. The more you ask, the more people will feel like they belong and are valued as part of the family. Even a toddler will respond to being given a task, shown how to do it and then being high-fived for their effort. They love it! So often we don't ask for help because we see it as failing or a burden to someone else. Ask clearly and specifically and say thank you when it's done and you'll inspire co-operation around you.

- 4. Stay out of your red zone** – take a chill pill as soon as early warning signs start to appear. Do something that puts a smile on your dial before harm befalls others. Sometimes it only takes a five minute activity to rebalance and replenish. Involve your family in helping you, by suggesting that when they catch your early warning signs, to tell you to do one of your activities. “Hey, I think it's time you had a cuppa!” Do the same for them and model self-management and emotional intelligence. It will give them a lifetime gift and future proof the ones you love. Double bonus!

- ✓ What are your early warning signs? Make a list and share them with friends and family.
- ✓ Have a contingency plan of activities that are guaranteed to replenish and balance.
- ✓ Ask for help.

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou