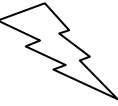


How I "get off the escalator" in a conflict

My Escalators:



Escalators:

- "In your face" Body Language
- Angry tone of voice
- Put-downs
- Snap judgments
- Refuse to consider the other person's point of view

My De-Escalators:



De-Escalators:

- Relaxed Body Language
- Calm tone of voice
- Listening to the person who is upset
- A *real* apology
- Make a report
- Not taking things personally
- Use "I" messages
- T.H.I.N.K.
- Use *healthy talk*
- Swim Away
- Take deep breaths

