

8 GREAT WAYS TO DE-ESCALATE

De-escalate is a fancy word for taking it down a notch. Here are some cool ways to stay calm when conflict arises.

DON'T AVOID CONFLICT:

Keeping things to yourself when a problem arises will not only make you crazy but offers little to no chance of coming to a solution.

AVOID BEING DEFENSIVE:

Being defensive is a tactic that does not lead to a positive outcome when dealing with conflict.

AVOID OVERGENERALIZATIONS:

Overgeneralizing often adds fuel to the fire. Statements like “you always” and “you never” are rarely totally true.

WORK TO SEE BOTH SIDES:

The ability to see both sides can take the steam out of any argument.

AVOID PLAYING THE BLAME GAME:

By blaming the other person and not taking responsibility for your part of the problem, you are not being resourceful on finding ways to improve the situation and hopefully the relationship.

AVOID THE NEED TO ALWAYS BE RIGHT:

By having to “win” every argument, you are losing an important chance to develop a stronger and more honest relationship.

DON'T GET INTO ATTACKING ANOTHER PERSON'S CHARACTER:

Making character attacks is one of the quickest ways to destroy any relationship.

DON'T CLOSE DOWN COMMUNICATIONS BY STONEWALLING:

No one likes to feel as if they are not being listened to.

SOURCE: ABOUT.COM

DO THE RIGHT THING

You're running around like a chicken with its head cut off getting ready for a big family meal. No one is offering to help. Typical. So, you rant and rave to your officemate and feel so much better because she gets it.

Ask for help. Divide the chores. Make everyone a part of the day.

DO THE RIGHT THING - CONT.

Great Auntie Tilly tells that long-ago-forgotten (and forgiven) story, AGAIN, about the big bad former boyfriend of so-and-so who went to jail for all kinds of “unspeakable” things. You give her a hug, smile, and change the subject.

Getting sucked in is a trap. Move forward. Make inviting conversation.

The cashier at the grocery store has a major attitude and is slow. You have a cart half full of melting items, need to get home in 15 minutes, and don't like the color of her eye shadow. Breathe, count to 10 and laugh at the tabloid headlines while you wait your turn.

Create some distance. Don't sweat the small stuff. Wait for the scenario to change.

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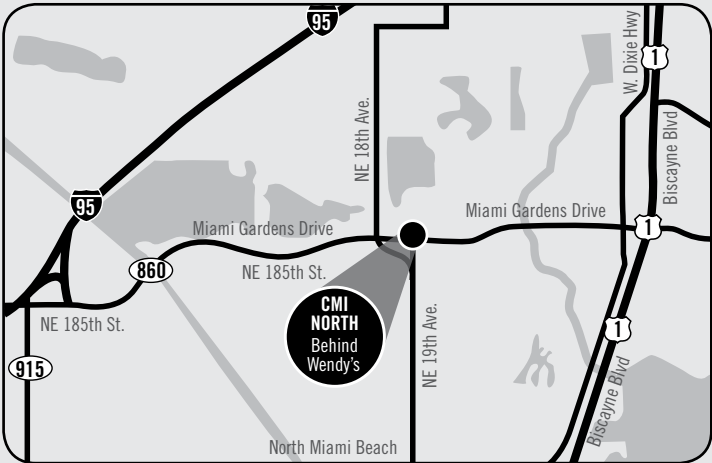
**FROM THE NORTH:** Take I95 South to Exit 14 - Miami Gardens Drive. Turn LEFT onto Miami Gardens Drive (SR860/N 183RD ST). Once you pass Wendy's on your right hand side, turn RIGHT onto NE 19TH Ave. Make your first RIGHT into the parking lot. CMI North will be immediately on the left hand side.

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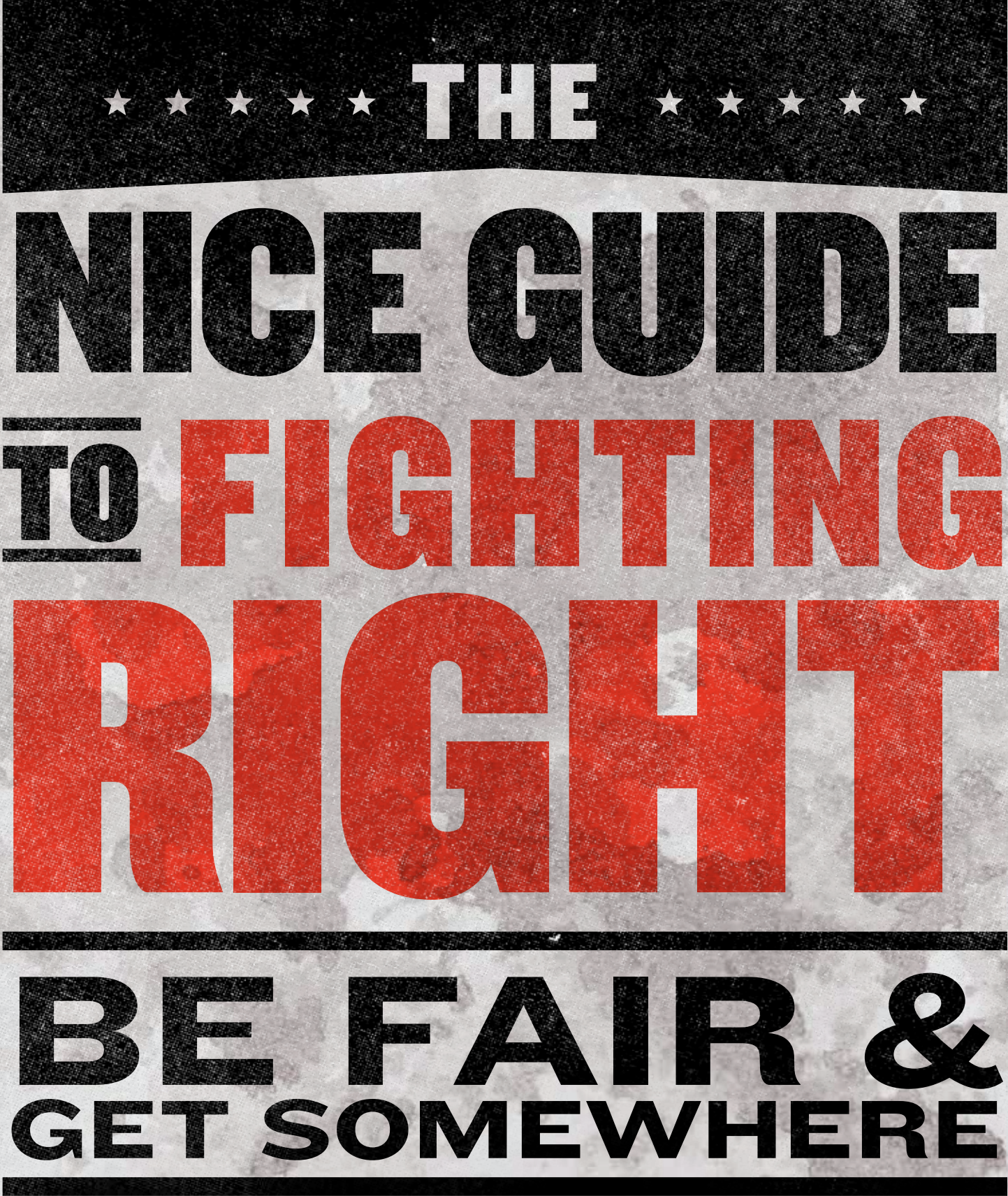
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FOCUS ON THE WHO



What is it about the Holidays that can sometimes bring out the worst in us? Maybe it's strained family relations, the stress of spending money we might not have or all the work that goes into preparing the meals and events. Whatever it is, we have all been in situations that go from stressful to heated. And those are the moments where we need a plan ahead of time so that cooler heads prevail. What is that game plan you ask? Read about it inside. - **MARTIN J. FARRELL, CMI NORTH**



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