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 I5 minutes, and don't like the color of her eye shadow. Breathe, count to IO 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.

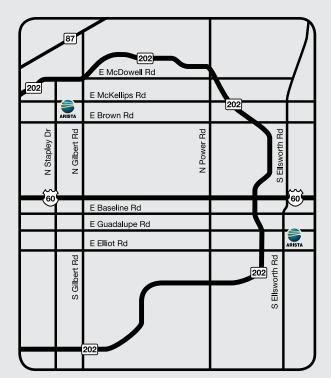
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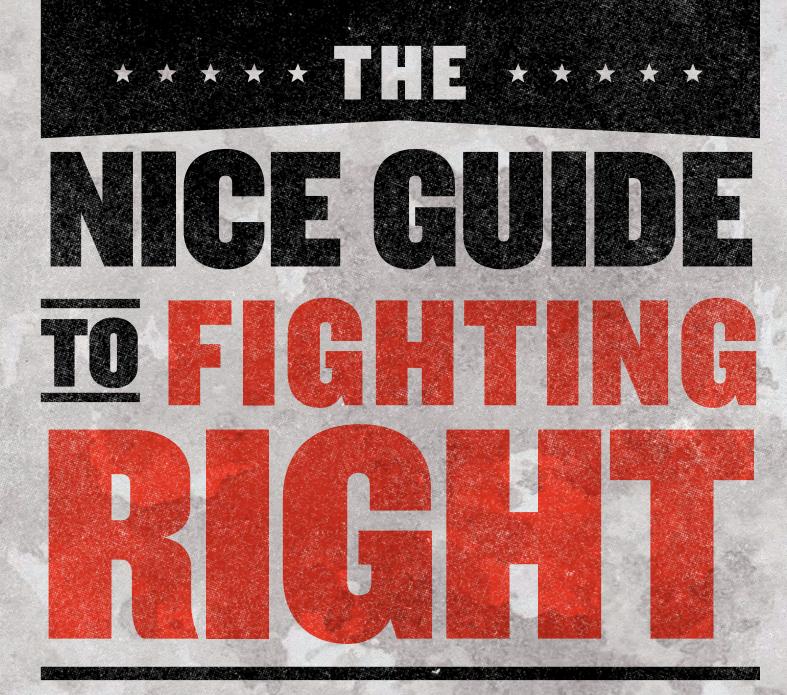
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FOCUS ON THE WHO



BEFAIR & GET SOMEWHERE

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, ARISTA MEDICAL IMAGING





and emotions can start to bubble. Sometimes we're adverse to confrontation and try or even fighting, if we fight fairly and fight not necessarily to win, but to be heard. In fact, fighting can lead to deeper The pressure can wear on us understanding, greater respect, and even healing. spending on gifts. to avoid it. But there's nothing wrong with sparring, Holidays coming, family tensions,



This is the most important step. And a surprising one! Most times, a fight or impending argument opportunity, and all opportunities-both good eyebrows rise. Our lips tighten. Smile instead. Throw your opponent off. Be thankful for the causes the opposite reaction. We frown, our moment because it will pass. A fight is an and bad— are invitations to grow.



and open up to other angles. View the situation from the outside, from the other person's view. whatever you need to move toward as neutral an emotion as possible. Think good thoughts lash out with hurtful words. When you are in the middle of something heated, pause. Just stop for a moment. Meditate, breathe, or do about the person you are fighting with. Ask yourself, "Why am I upset?" Take a moment Sometimes when anger or big emotions hit, we lurch forward. We make quick gestures, Get centered.



Not everyone is comfortable confronting people paving the way for productive communications are more likely to. If you start with the premise A calm countenance can go a long way toward have started to cooperate. This is a huge step. you want to reach a peaceful conclusion, you how uncomfortable the process may get-you situations. Confrontation does not have to explosive. If you come at a tense situation that you two will get through this—no matter resolving problems. If you make it clear that as calmly and as openly as possible, you're **Congratulations!**



and years of arguments and unresolved conflicts well worth the effort to restore what was and still Sometimes, having a third, caring person is just what the situation needs to move forward. It's doesn't end well. This other person. We get stuck. That's what friends happens often in romantic relationships. Years can sometimes cloud our judgments about the and families are for. Reach out. Don't be too stubborn to raise a red flag and say "Help!" Sometimes, even if you've approached an argument the right way, it is a loving relationship.

Fighting rightly can move you in surprising new and positive directions. We don't suggest you go looking for a fight, but don't shy away, either, when something prickly discomfort can lead to comfort, and even joy, if we push through, apply new tactics and remain open to learning from our own as well as others' behavior. Life is fluid. Well, we've spent all this time talking about uncomfortable things. Why? Because sticky arises that feels important. or



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