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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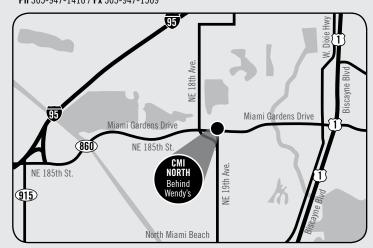
FROM THE NORTH: Take 195 South to Exit 14 - Miami Gardens Drive. Turn LEFT onto Miami Gardens Drive (SR860/N 183RD ST). Once you pass Wendy's on your right hand side, turn RIGHT onto NE 19TH Ave. Make your first RIGHT into the parking lot. CMI North will be immediately on the left hand side.

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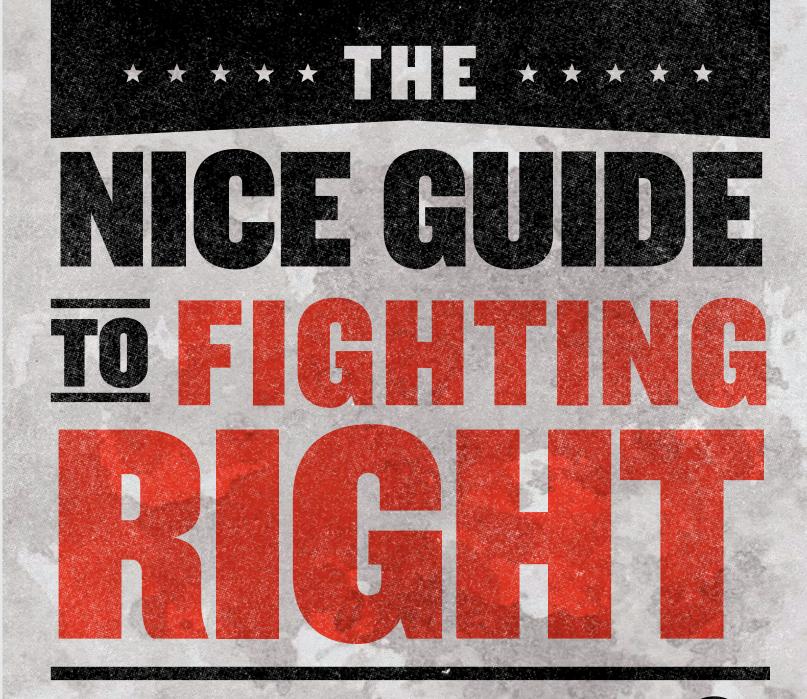
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FOCUS ON THE WHO



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, CMI NORTH



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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 causes the opposite reaction. We frown, our eyebrows rise. Our lips tighten. Smile instead. Throw your opponent off. Be thankful for the moment because it will pass. A fight is an opportunity, and all opportunities—both good and bad— are invitations to grow.



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



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



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

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 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 prick sticky arises that feels important. or

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