



Stop

Don't immediately react. Your emotions may want you to act without thinking. Remember to stay in control

Take a step back

Walk away from the situation. Take a deep breath

Observe

What are you feeling? What are your thoughts?
What are others saying/doing?

Proceed Mindfully

Be aware. Think about the situation, your feelings and the feelings of others.
Remember your goals and try to think of consequences for action/inaction