

Unhooking from Conflict

Unhook Physically

Why:

*Release emotions
Clear your mind*

How:

Deep breathing
Take a walk
Splash cold water on your face
Count to ten

Unhook Mentally

Why:

*View the circumstances objectively
Explore your options*

How:

What's happened?
What are the facts?
What is his or her part in the situation?
What is my part?
What is the result I want?
What are my options?
What are the consequences of each option?

Unhook Verbally

Why:

Speak in ways that resolve the problem, not perpetuate it.

How:

Use positive, inclusive language
When setting a boundary, state it clearly, without anger
Use "I" Statements and speak for yourself

Unhook with a Business Tool

Why:

An aid to reduce the emotional level of your interaction

What:

Memos, email, letters
Employee goals or benchmarks
Meeting agendas to control use of time
Job descriptions
Policies and procedures
Performance reviews
360-degree feedback