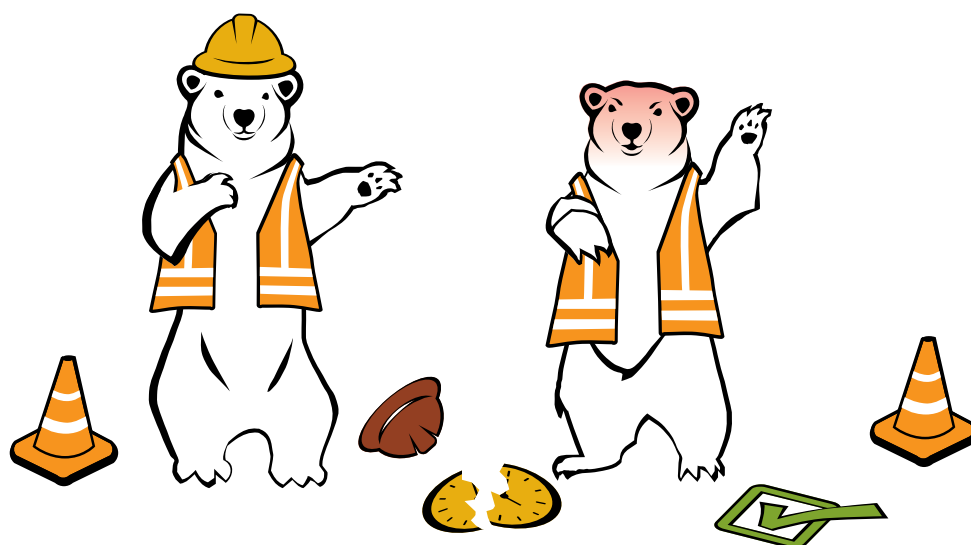




What to Do When Molehills Become Mountains



During hard times sometimes even-tempered people may act out in uncharacteristic irritation and anger.

Use These Communication Tools When Tempers Flare

1. **Clarify:** "Let me see if I understand what is happening here." Outline the situation, the observable behavior, and the impact of the issue. Use only quantifiable facts.
2. **Needs:** Help identify unmet needs. Most anger stems from an unmet need for safety, control, respect, recognition, balance, or success.
3. **Reflect Back:** "I am hearing you say X. Did I get it right?"
4. **Empathy:** "When I hear you say X. I am wondering if you need...Y."
5. **Develop a Plan:** What should we do more of, less of or stop to resolve this situation? When should we check in again to see how we are doing?



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