

# THINK ABOUT “TRIGGERS”

**T**une into your anger cues and triggers and your personal escalation process

**R**ecognize that you’re angry and acknowledge this to yourself and to the other person

**I**nitiate a respectful time-out whenever this is necessary

**G**et yourself de-escalated and calmed down

**G**enerate alternative ways of looking at the problem situation or issue that is triggering your anger

**E**mpathize with the other person

**R**e-engage with the other person in a respectful way after you and they have calmed down

**S**eek out effective communication, conflict resolution, and problem-solving to effectively address the problem situation or issue