



## FIRST 30 SECONDS

1. Breathe / lower voice
2. Give space
3. One sentence
4. One choice
5. Wait

*Keep it simple. Keep it calm.*



### **SAY THIS**

- "Okay - pause."
- "Take a minute."
- "Let's take some space."
- "Here or hallway?"
- "Talk now or in two minutes?"
- "I'll wait."



### **AVOID THIS**

- "Why are you doing this?"
- "Calm down."
- "You know better."
- threats / debates / consequences  
in the peak moment