



LOOKING AHEAD:

Controlling Toxic Emotions

Use this form to prepare yourself for a conversation that has the potential to provoke you to feel and act on destructive emotions.

How will you recognize that your emotions are being provoked (skin feels extra warm, heartbeat quickens, shortness of breath, unclear thinking, desire to respond without thinking, or something else)?

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How will you reframe the conversation, if necessary (seeing yourself as a listener, learner, game player, detached observer, or in some other way)?

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How can you use empathy to better understand others' perspectives, in particular their emotions and their needs?

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What strategies can you use to tame your emotions to keep them under control (buy time, rewind the tape, break vicious cycles, equilibrate the conversation, avoid making assumptions, or something else)?

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What else can you do to be prepared to control destructive emotions?

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