

**You cannot control the actions of others.
However, you can control your reactions to them.**

Disconnect physically:

Calm down and release negative energy. Work to see the situation without emotion. Focus your breath and attempt to release all tension. You may need to actively release energy through physical activity, for example, taking a walk around the block. The more extreme your emotional response the more vigorous your physical release may need to be.

Disconnect mentally:

Step back and take an objective look at the situation. Review a series of questions:

What's happening here?
What are the facts of the situation?
What's their part?
What's my part?
What are my options?

Disconnect verbally:

Focus on your overall goals rather than the less significant details of a particular situation. Convey information in a manner that seeks to resolve problems. Avoid statements that involve judgment, anger or accusations. Enable the listener to hear you and consider your ideas.

Disconnect with business tools:

Use standard business tools, for example, contracts, job descriptions, timesheets, performance reviews, company policies, to depersonalize the situation and provide an objective way to measure performance.