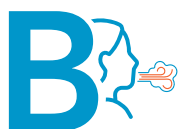


MANAGING CHALLENGING INTERACTIONS

Manage challenging interactions using the BREATHE framework. Take a moment to check in with yourself, then follow these steps.



Breathe

- Take one or two slow, deep breaths.
- Identify how you're feeling.



Respond/Retreat

- Slow down your speech and speak clearly.
- Understand your reactions and don't take their behaviour personally.
- Make sure your facial expressions and body language send a friendly message.
- Keep approximately one metre between you.



Encourage helpful self-talk

- Tell yourself positive messages, such as, 'I can do this' or 'This is not personal.'



Actively listen, acknowledge and assert

- Use active listening skills ('Mm-hmm') and avoiding saying 'I understand.'
- Acknowledge the person's emotions to show empathy.
- Ask them to stop any aggressive behaviour and re-state your eagerness to help.



Think (is this working?)

- Stop to consider if this is working. Are they changing their behaviour? Are they becoming less aggressive?



YES

How do we sort this out?

- Ask open-ended questions to understand needs and concerns.
- Develop an action plan.

NO

Help

- Signal a teammate for help. They may alert your people leader or come to your side for support.



End situation

- Re-state agreed actions.
- Have the person summarise their understanding.

Exit situation

- Escape to a safe area.
- Let your people leader know what is happening and where you are.

