

It is difficult to be objective and effective when emotional levels are high. Taking the time to correctly label and reflect on an emotion can help decrease its intensity. When the emotional level of the conflict has been reduced, reasoning abilities can function more effectively.

1. Why am I feeling so angry/hurt/frightened?

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2. What do I want to change?

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3. What do I need in order to let go of this feeling?

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4. Whose problem is this, really? How much is mine? How much is theirs?

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5. What is the unspoken message I infer from the situation? (E.g. they don't like me, they don't respect me.)

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