Self-Awareness
Pause and become aware of your emotions. Think about what you need to do to maintain professionalism in this situation.

Self-Regulation
Use breathing strategies or cognitive reframing to calm yourself. Take some time to develop a proactive and positive response.

Empathy
Listen to your colleague to understand their feelings. Ask questions. Imagine the thoughts and emotions your colleague is experiencing and how that must feel.

Relationship Skills
How can you tap into your interpersonal skills to communicate your concerns effectively?

Motivation
Focus on a common goal. Use your skills of compromise and persuasion to develop a plan for resolution and an agreement to move forward.


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