



Remaining Calm

When creating connections with other people, it is vital we do not forget the human factor. The human factor is the one thing which cannot be predicted with certainty, and even when all appears well with the relationship, can suddenly create problems. This can often result in a confrontation. The worst thing anyone can do is react to a confrontation.

The one thing we have complete control over is how we choose to react to any situation. No one can make us lose our temper, engage in conflict, or otherwise act unprofessionally. How we react is completely our choice. To be fair, some days are easier than others to control our reactions. Here are some tips to help you remain calm during confrontations.

1. Determine what you want the outcome to be. The outcome can be as simple as you exiting the situation without engaging. Not every battle is yours to fight. It is important to remember the goal is not to win the battle, but to win the war.
2. Take a quick assessment of yourself to determine where you are emotionally, mentally, and physically. Do you have any unmet needs which would hamper you from properly responding to the confrontation?
3. Assess the confrontation. Is there truly an emergency? Is this truly something which needs to be addressed immediately? If not, you are under no obligation to respond at that time. It is perfectly ok, and professional, to respond with, “Thank you for sharing that information with me. I will have a response/answer/solution for you by (give a definite day and time).”
4. Assess the person in conflict. Are they seeking a response? Or, do they just need to be heard? There is always the chance they are projecting unmet needs and hurt emotions on to you. If the person simply needs to be heard, listen enough to be able to respond well, but you can also allow your mind to wander.
5. It is never acceptable for a person to attack you. If you feel unsafe, leave the situation immediately. You are under no obligation to allow other people to abuse you.

The most important thing to remember is that 9 times out of 10 the confrontation has nothing to do with you. You may have enforced a rule, or provided direction needed, but your actions do not warrant a confrontation. The majority of people lash out because of unmet needs. This fact never excuses a person’s behavior, it is meant to provide you with a bit of understanding to allow you to better navigate future confrontations.