



10 steps for not taking things personally

For best results and to process things more effectively, write your responses to the following questions:

1. Describe what happened - the situation, the context.
What was actually said?
Be objective and state what are the facts of this situation?
2. How do you feel about this? What are your feelings?
3. What is behind this?
What is the person aiming to accomplish?
Why?
4. How did the person communicate with you?
Were they respectful?
Was it in line with the school or team values?
5. What was the impact on you?
6. What do you need to feel a bit better?
Go here www.whentheensiongoes.com
7. What will you absorb yourself in next / soon to completely take your mind off what's happened?
8. When will you revisit the situation and do a reality check to consider the following:
The neutral facts of what happened from your perspective and the other person's perspective
The impact on you
How to take ownership of your feelings and decide
What options you have to progress or resolve the situation
Your preferred option
9. When shall we agree to meet to consolidate the situation and any action needed?
10. How will you rise above a comment like this next time, or welcome constructive feedback?