

Staying Cool and Avoiding a Fight

It's not always easy to be in control of your emotions when you are faced with a possible physical confrontation. But here are a couple of things to try when you are ready.....

❖ In Your Head

Be aware of what is happening: the other girl's voice volume, words used (is she becoming verbally abusive?) and body language (is she leaning forward as if in "attack mode?") are signals that she is losing control.

* With Your Voice

Keep your voice cool and calm. Keep to a moderate voice volume. Avoid sarcasm.

If she is talking, listen without interrupting (sometimes people just want to be heard!).

* With Your Body

Respect personal space (about 2-3 feet). Entering an upset person's personal space intensifies emotions!

Keep an open stance (open hands, avoid crossing your arms or pointing your finger).

Your facial expression should be serious, without being angry or fearful.

Remember this:

You have the potential to be capable and strong in many ways!