

DECISIONS & DILEMMAS

Step 1: When you have a dilemma or strong feeling, stop yourself.

Step 2: Think about what the core dilemma is.

Core Dilemma: _____

Step 3: Make a list of 3-10 options – from the ridiculous to the realistic.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Step 4: Ask these questions about each option. Cross out all options that have a YES answer. You'll be left with the best option.

1. **Blaming?**
2. **All-or-nothing?**
3. **Coming from strong emotion/defensiveness?**
4. **Being extreme?**
5. Jumping to conclusions about the person or about their complaint/accusation?
6. Taking their accusations/hostility personally?
7. Being defensive, rude, or passive-aggressive?
8. How will it come across to the other person?

Now you will responding in a rational manner that won't escalate the situation.