

# KEYS TO SUCCESS

## Managing Emotions and Conflict

*Managing emotions and conflict are key to self-determination.*

### PRACTICE SELF-CARE

Take care of yourself. Get plenty of sleep and exercise. Give yourself a break when needed.

### IDENTIFY WHAT TRIGGERS AN EMOTIONAL RESPONSE IN YOU

Know your triggers and plan for them.

### USE STRATEGIES THAT WORK BEST FOR YOU AND THE SITUATION

Learn strategies to manage your emotions. Try strategies you think will work for you. Adjust your strategy the next time, if needed.

### DON'T CONTINUE THE CONVERSATION IF YOU ARE REALLY ANGRY

If emotions become intense, take a break. It's hard to be open-minded and listen when you're upset.

### WHEN OTHERS EXPERIENCE STRONG EMOTIONS, SHOW EMPATHY

Think about how the other person might be experiencing the situation. Ask if they would like to talk about it and be prepared to listen. Remember, they might need some time before they are ready.

### PAY ATTENTION TO HOW YOU RESPOND TO CONFLICTS

Do you always respond the same way? Are you satisfied with how things turn out? If not, how could you respond differently in the future?

### LEARN ABOUT DIFFERENT APPROACHES TO CONFLICT MANAGEMENT

The best approach to managing conflict often depends on the people involved, the situation and what is most important to you.

### ASK YOURSELF QUESTIONS TO FIGURE OUT WHAT APPROACH TO USE

- "Have I been in a similar conflict before?"
- "How did I manage it?"
- "Was I satisfied with how things turned out?"
- "What did not work?"
- "What outcome do I want?"
- "What other ways can I respond?"
- "What did I learn?"

