Dealing with Strong Emotions

**DO**
- Balance Negative Emotions with Positive Emotions
- Note Emotional Temperature and Triggers
- Self-Soothe and Soothe Others
- Address Your Emotions with a Clear Mind
- Vent When Necessary to a Third Party Confidant
- Keep Perspective When You Vent

**DON'T**
- Label Emotions
- Diagnose the Causes of Emotions
- Fixate on Emotions
- React to Resolve the Emotions Immediately
- Vent to the Person You Have the Problem with
- Justify Your Emotions When You Vent

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**Ways to Self-Soothe**

- Count Backward from Ten
- Breathe Deeply 3X
- Visualize Something Relaxing
- Change the Subject
- Walk Away
- Listen to Calming Music
- Pause
- Distract Yourself
- Ignore Upsetting Comments
- Forgive
- Take a Justified Break

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**Ways to Balance Emotions**

- Express Appreciation
- Build Affiliation
- Respect Autonomy
- Acknowledge Status
- Choose Fulfilling Roles
- Adopt a Relaxed Position
Preparing for Emotional Encounters

- Acknowledge the emotion
  “It sounds like you’re feeling _______.”

- Validate the emotion
  “It’s okay to have those feelings.”
  “Many people share those feelings.”

- Invite reflection
  “Would you like to tell me more about how you’re feeling?”

- Invite curiosity
  “Tell me more…”

- Go into actions only when invited
  “I appreciate you asking for help. Let’s look at some of your options.”

- Know your role
  *You are not a therapist, you are an ear to listen*