

Handling Crisis

HANDLING CRISIS IS DIFFERENT THAN DEALING WITH EVERYDAY STRESS THAT CAUSES ANGER AND FRUSTRATION, ALTHOUGH THOSE EVERYDAY SITUATIONS CAN BECOME A CRISIS. A CRISIS IS HAPPENING WHEN THINGS HAVE GOTTEN OUT OF HAND, TEMPERS ARE RISING, THE VOLUME IS GETTING LOUDER AND LOUDER, AND PEOPLE ARE LOSING CONTROL – SOMEONE COULD GET HURT.

1. List five things you can do to DIFFUSE a crisis, in other words, calm things down:

a.

b.

c.

d.

e.

2. What is the #1 thing you should do if you see a crisis brewing?