

DISENGAGE TO STOP THE RAGE

4-Step Process

Adapted from Katherine Crowley's book, *Working with You is Killing Me*.

● Disengage Physically

- Go for a walk
- Do stretching or deep-breathing exercises

● Disengage Mentally

- What's the objective issue (just the facts)?
- What is the other person's role?
- What is my role?
- What are my options?

● Disengage Verbally

- Use scripting to verbally address the situation.
- (possible duct-tape script: DESC)
 - D-Describe in one sentence the facts of the issue. (For example: "You took credit for my work in front of our boss at today's morning meeting.")
 - E-State the effects of the issue. (For example: "When you did that, I felt personally betrayed because I thought you know I worked hard on that project, and I believe I deserve credit for that.")
 - S-Say what you want. (For example: I'd like you to tell Mary that it wasn't just you, but the two of us who worked together that got the job done.")
 - C-State the consequences, or the WIIFM (What's In It For Me?). (For example: If you do that, I can put this behind me, and dedicate myself 100% to our future projects.)

● Disengage with a Business Tool

- Examples of business tools that can be used:
 - Giving a drop from the book *How Full is Your Bucket?*
 - Writing for five minutes in our personal or business journal
 - Reciting your personal compass out loud
 - Listening to a 5-10 minute audio/podcast
 - Reading something motivational, inspirational, or educational for 5-10 minutes

The above quick-reference card is the companion to our audio podcast, "The 4-Step "Disengage to Stop the Rage Strategy" that can be heard free of charge on our website, www.powerdiversity.com in the "podcasts" section.