

The Four Horsemen

and what to do

Destructive

Constructive



There is a hope/wish/desire attached to that criticism.

Find it by:

I FEEL...

ABOUT WHAT...

I NEED...



Defensiveness

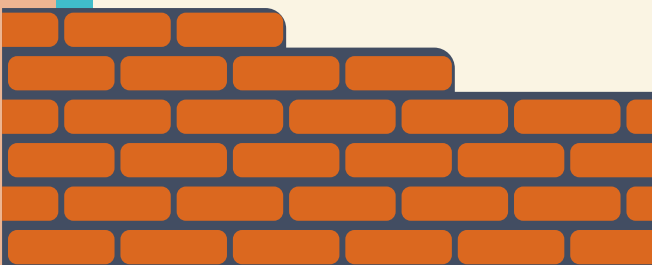
Accept responsibility, even the tiniest part.
Think of your good thing in them

Think of their bad thing in you



1. figure out your feelings
2. describe your feelings
3. explain your needs
4. work towards respect

Stonewalling



Learn self-soothing

Relax

Take breaks