

## **OSIRAM Energy, Quick Retort Guide**

### **Recognize it**

Entitlement, contempt, unsolicited authority, shaming, interrupting, manipulating, degrading, control through tone or past references.

### **Immediate grounding**

Pause. Breathe once. Relax shoulders. Lower your voice.

### **One line responses**

- Our conversation is over.
- That comment is inappropriate.
- You do not get to speak to me that way.
- I am disengaging from the conversation now.
- This stops here.

### **If they persist**

- I have already said no.
- I am setting a boundary.
- Our conversation is closed.

### **Energy protection**

You do not explain.

You do not defend.

You do not correct their reality.

### **Exit strategy**

Turn away.

Change location.

End the call.

Leave without apology.

### **Inner reminder**

Their entitlement is not my responsibility.

My calm is my authority.

Silence is a complete response.

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