

BEAT BULLYING

WITH CONFLICT RESOLUTION, LISTENING SKILLS & 'THE POWER OF THE PAUSE!'



If someone says something hateful or harsh to you, use typical traditional resolution tools, rather than escalating the situation. The first thing you must do is stop or **pause!**

While you're **paused**, and before you've responded to an aggressor, ponder the question, "**What's the difference between water and gasoline?**"



water extinguishes fire



gasoline fuels fire



"What do gasoline and water have to do with anything?"
you might ask.

Well, quite a bit. During a confrontation, knee-jerk responses and reactions are like gasoline, and they excite the flame, making things a bit tenser. Sitting quietly, listening, and easing away from the aggressor is like adding water to fire. When interacting with a bully, maintain a cool expression, hold eye contact, and withdraw slowly from the situation.

If that sounds like a challenge, that's because it is.

It's difficult to remain **calm, cool, and collected** during a difficult interaction. The approach can be broken down into three steps: **pause, listen, and create a solution!**

PAUSE

Breathe and take a moment to consider what the outcome might be if this escalated. Rather than responding immediately sing "Happy Birthday" in your head twice before your respond.





LISTEN

Remain quiet, and listen to what's being said. Allow that person to tire themselves out. At some point, begin to ease backward and away from the conversation

CREATE A SOLUTION

If the person is violent, then remove yourself from the situation immediately. Stand up and move away from that individual, and possibly seek out an authority figure or mediator. If possible, pull the person aside, and quietly communicate how this makes you feel.



You always want a peaceful solution to any interaction. Do whatever you can not to feed the flame with gasoline! Retain your power by remaining calm; don't lose your cool. Be safe and careful!