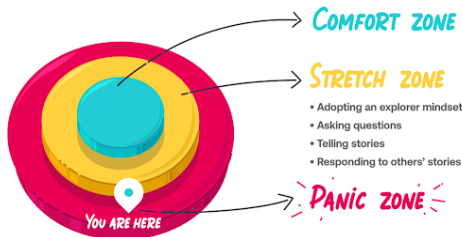


Takeaway 1: Our Brains on Panic



Fight/Flight/Freeze (FFF) response = what happens to us in the panic zone, or when we perceive a threat.

Fight = argue or defend

Flight = avoid or withdraw

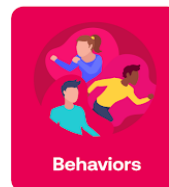
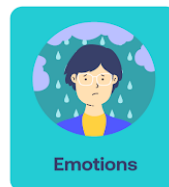
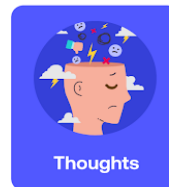
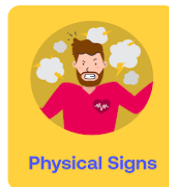
Freeze = unable to respond or act

What's the Solution? Detect. Pause. Redirect.

Takeaway 2: Detect

Detect: Identify when you're in the panic zone. **You might notice:**

- **Physical signs** = heart racing, muscles tensing, breathing shallow
- **Thoughts** = "he never listens to me"
- **Emotions** = frustration, anger, shame
- **Behaviors** = yelling, walking away, going quiet



Takeaway 3: Pause

Pause: Slow down your panic zone response.

Do this by:

1. Taking deep breaths
2. Using grounding techniques
3. Practicing mindfulness
4. Using positive self-talk

Takeaway 4: Redirect

Redirect: Decide on a route out of the panic zone.

Do this by:

Owning your part	Take responsibility for what you said or did. <i>"I recognize that I said/did..."</i>
Expressing concern	Empathize or remind someone of your relationship or shared goals. <i>"It seems like you're really upset. Can you share more about what's on your mind?"</i>
Addressing the situation	Behavior: explain what someone did; Impact: the result that behavior had on you; Needs: what you need from them going forward. <i>"When you said/did..., it had X impact on me.... In the future, can you...?"</i>
Taking a break	Suspend the conversation. <i>"I need a break from this conversation for now. I'll let you know when I'm ready to revisit it."</i>

Consider the Context: Next time someone is upsetting or frustrating you, rather than assuming the worst of them, reimagine their context more charitably and give them the benefit of the doubt.