

How to Self-Regulate Using C.A.L.M.

CONNECT Take 3 deep breaths and relax

ASSESS Emotional check-in/body assessment

LEAD Lead to best/ideal outcome

MANAGE

- Dealing with emotions, flooding, anger, etc.
- Decide how to respond
- Realistic outcomes
- Remember past events/outcomes



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Using H.E.A.R.D. for Effective Communication

HEAR/LISTEN

- Help me understand, I'm listening
- Listen intently for verbal, non-verbal, and para-verbal communication
- Let them know you hear them by using reflective statements:
"What I hear you saying is..." or "Correct me but did you say..."

EMPATHIZE

- Empathize with the individual to the extent possible
- Find common ground to empathize

ACKNOWLEDGE/ **A**Ppreciate

- Acknowledge and appreciate their effort to bring this to your attention:
"Thank you for bringing this to my attention."
- Apologize if needed: *"I apologize - it wasn't my intent."* or
"I didn't mean for it to come off that way."

RESPOND

- If able, respond now - or wait until able to respond professionally
- Reflect on the event and fix anything if possible

DOCUMENT

- Send a note or email documenting the discussion including date/time/
nature of discussion and next steps if agreed/negotiated



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