

step into your own  
**POWER** *with*  
**FORGIVENESS.**

BRENDA REISS *Coaching.com*



## Responding Versus Reacting

The process to choose how to respond:

**ASK YOURSELF**, "What is the outcome that I really desire?"

*Example:* The Mom wants the room to be clean. So, will yelling get the desired results or will calmly stating what she needs produce them?

When you feel your insides getting frustrated at a situation:

1. **PAUSE**, (bringing in the awareness) and
2. **BREATHE**, (which gets you centered)
3. **ASK**: "What is the outcome that I really desire?"
4. **ACTION**: Step away if needed, ask for clarity (this is huge), take care of yourself by talking it out with a trusted friend, coach, or therapist who can give you an unbiased ear and reflection.



When we can PAUSE, we slow down the reaction and we can turn it into a response. Ways of learning to slow down our responses are journaling to learn more about what's triggering us, meditation and working these forgiveness process in this class as you have learned more about you and your beliefs/selves/behaviors.

### **Benefits of pausing:**

- Gives you a sense of accomplishment
- Makes room for new experiences
- No more dependency on others
- You become a giver rather than a taker, so more abundance
- You feel empowered!

Some new ideas to respond to someone (adapted from Nikki Rausch, Sales Maven):

**Scenario 1:** You agree with some or all of what was said.

#### **Suggested responses**

1. "I apologize. My intention was ... Please forgive me."
2. "I hadn't thought about it that way before. Your point is well taken."
3. "Perhaps I could be more ... (or ...do more...)."

**Scenario 2:** You're not sure yet if you agree.

#### **Suggested responses**

1. "Hmm, you've given me something to think about, let me get back to you."
2. "This is a new way to think about that. I'll take it under advisement."
3. "Thank you for letting me know your opinion."

**Scenario 3:** You don't agree.

#### **Suggested responses**

1. "I understand what you've said, and in this case, I (respectfully) disagree."
  2. "It appears we have differing viewpoints."
  3. "So it seems to you that ...."
- Reiterate what you feel you heard.