



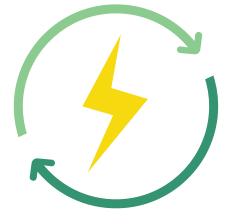


### **Express Yourself**



Holding onto anger can make you feel like you're in control, but it is unhealthy and can cause more problems in the long run. Be honest about your feelings by using firm, assertive language and " statements.

# **Conserve Your Energy**



Could you allow time and distance between the problem and your reaction? Acting impulsively often sparks arguments that don't resolve anything.

### **Maintain Boundaries**



Maintain focus boundaries by clearly communicating what has occurred, your expectations, and the consequences of the individual's actions.

### Respond Positively



Remember that you can only control yourself. Listen to what the passiveaggressive person says and respond positively. Prevent bad reactions by rehearsing positive responses.





## **Be Empathetic And Direct**

Consider the perspective of the passiveaggressive individuals and try to understand where they are coming from. Even if their behaviour seems impolite, maintain a calm and straightforward tone. Avoid bringing in third parties.

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