

Making It Right

What to do after you lose your temper

1

WAIT UNTIL YOU'RE CALM

Not at a 5. Come back when the number is down.

2

SAY WHAT YOU DID

Short and plain. "I shouted at you."

3

SAY WHAT'S NEXT TIME

"Next time I'll ask for a break."

Repair is not:

Explaining why it was somebody else's fault

A long speech — three sentences is plenty

A punishment. It is how you move on.

