

HOW SERVERS CAN STAY CALM WHEN FEELING OVERWHELMED



UNDERSTAND WHAT'S HAPPENING

- HEART RATE INCREASES AND FEAR IS NORMAL. IT WILL PASS.
 - THINKING FEELS BLURRY, BUT YOU CONTROL YOUR THOUGHTS
 - COMMUNICATION BREAKS DOWN, BUT YOU CAN FIX IT
- BUSY IS EXPECTED. LOSING CONTROL IS NOT.**

USE RESET TECHNIQUES

- TAKE 3 DEEP BREATHS TO HELP RESET WHEN OVERWHELMED
 - FOCUS ON ONE THING AT A TIME
 - TALK TO YOURSELF CALMLY AND KINDLY THAT YOU CAN DO IT
- BREATHE IN, BREATHE OUT. IT WILL PASS**

WORK TOGETHER

- USE CLEAR, SHORT SENTENCES WITH YOUR TEAM
 - ANTICIPATING HELP? CALL FOR SUPPORT EARLY
 - PRACTICE A NO-BLAME ENVIRONMENT - SOLUTIONS ONLY
- WITHOUT TEAMWORK, SERVICE BREAKS DOWN**

MANAGE THE ANGER

- PAUSE BEFORE RESPONDING WHEN ANNOYED
 - KEEP VOICE CALM AND PROFESSIONAL AT ALL TIMES
 - FOCUS ON THE TASK, NOT THE PEOPLE
- DON'T LET EMOTIONS TAKE OVER. REPORT IT LATER IF NEEDED.**

POST SERVICE RESET

- TIME TO DEBRIEF-WHAT WENT WELL?
 - WHAT WAS MOST CHALLENGING?
 - WHAT DO WE IMPROVE NEXT TIME
- IT'S OKAY TO MAKE MISTAKES. IT'S NOT OKAY TO NEVER LEARN.**